Welcome to TransHelp!

This Passenger Guide provides information about how to pay, book, and take a trip using Peel’s specialized public transit. It also includes important information about TransHelp’s policies and fares. Please keep it in a safe place so you can refer to it as needed.

My Client ID is: ____________________________________________

You can write your client ID on the line above.

My Password is: ____________________________________________

You can write your password on the line above.

Over time, service changes can happen, which could affect the accuracy of the information contained in this Passenger Guide. You can always visit peelregion.ca/transhelp for the most up-to-date service information.
TransHelp Travel Tips

We want you and your fellow passengers to have a positive experience every time you travel with us. Follow the tips below to help the service run efficiently so you can enjoy safe and timely transportation to your destination.

**Trips for the day are automatically cancelled** once a trip is missed. Call 905-791-1015 to reschedule any trips you still need if you miss a trip.

**Ramps, walkways and driveways must be clear of snow, ice and household items.**

**Always wear your seatbelt.**

**No longer need a trip? Cancel online** by logging into peelregion.ca/transhelp or use Interactive Voice Response by calling 905-791-1015, and press 1.

**Stay within the three-bag limit** and ensure you, your support person or companion can carry them.

**Have an adequate supply of medication, oxygen and snacks in case of travel delays** as you can be on the bus for up to 90 minutes (Possibly longer in severe weather, heavy traffic or when travelling distances of more than 30 km).

**Ensure you’re ready to go at the start of your 30-minute pick-up window.**

**Let us know if you no longer need a trip. Cancel by midnight the day before your scheduled trip** to ensure you are not charged the fare.

**Perfumes and colognes are not recommended** as fellow passengers can be scent sensitive.

**Bonus tip!** For your safety and the safety of your driver, please turn your outside lights on when it’s dark outside.

Learn more tips at peelregion.ca/transhelp or call 905-791-1015.
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About TransHelp

TransHelp is one of three accessible public transit providers in Peel and is compliant with the Accessibility for Ontarians with Disabilities Act. TransHelp provides door-to-door transportation that is:

- Pre-paid (payment to your account must be made in advance of any travel)
- Pre-arranged (trips must be booked in advance)
- Shared with other riders (you may be on the bus for up to 90 minutes as other passengers are picked up and dropped off along the route)

You can travel anywhere within Peel (Brampton, Caledon or Mississauga), 7 days a week, between 6 a.m. and 1 a.m.

For your safety, while travelling on TransHelp you must wear your seatbelt and keep it secured until your driver is out of the driver’s seat.

TransHelp uses vendors to deliver a portion of its service so you may be picked up by a TransHelp driver in a TransHelp bus or a contracted vendor driving a taxi, van or other accessible vehicle. All contracted vendors will have a TransHelp decal visible on their vehicle and an ID badge.

Call us at 905-791-1015 Monday through Sunday from 8 a.m. to 12 a.m. (midnight) to book, change or cancel a trip, pay your account or update your personal information.

A customer service representative is available to assist 24/7 at 905-791-1015 if your scheduled ride does not show.
Access your TransHelp account 24/7

Log in at peelregion.ca/transhelp from your computer or smartphone or call Interactive Voice Response (IVR) at 905-791-1015 and press 1 to:

• Cancel your trip (cancel by midnight the day before your scheduled trip to ensure you are not charged the fare)
• Check your account balance
• Check your ride status (pick-up window, pick-up location and drop-off location)
• Provide feedback (online only)

You will need your Client ID and Password to log in to your account online or to use IVR. Your Password is your month and day of birth; for example, you would enter “0522” for May 22.
Types of Trips

Book a specific trip
If you want to arrive at a destination for a specific time, the latest you can book your trip is 6 p.m. the day before you want to travel. The standard 30-minute pick-up window still applies.

For example, to book a trip where you arrive at your destination by 2 p.m. on Thursday, Dec. 6, you would book your trip by 6 p.m. on Wednesday, Dec. 5.

Book a flexible trip
If your schedule is flexible, you can book a flexible trip between 6 p.m. and midnight or even the same day you wish to travel. With a flexible trip, we will pick you up within 3 hours of your requested pick-up time. Within 2 hours of your requested pick-up time we will call you to confirm your pick up window.

When you book a flexible trip, please provide a phone number where you can be reached.

For example, if you call at 9 a.m. to book a flexible trip for 1 p.m., we will call you by 11 a.m. to provide the available pick-up times and confirm your pick-up window.

Booking a flexible trip is a great option if you do not need to arrive at a destination for a specific time. Some examples include: grocery shopping, going to the mall, visiting friends or family.

A flexible trip is not recommended for scheduled appointments, catching a flight, or meeting friends at a specific time; you will want to book by 6 p.m. the day before for this type of travel.

Book a subscription trip
You can book a subscription trip for recurring daily, weekly or monthly travel (for example, work, school, or a regular appointment). This is the most convenient option for ongoing travel needs.

Once your subscription trip is booked, we will pick you up on an ongoing basis. You only need to call if you want to change or suspend the subscription trip.
All subscription trips, with the exception of dialysis trips, are automatically cancelled on statutory holidays.

Pre-authorized payments are recommended for subscription trips (See page 14 for information about pre-authorized payments).

**Book a return trip**

The journey back from your destination is considered a “return trip.” You must schedule both your trip out and your return trip when booking.

When scheduling a return trip, consider any unexpected delays that may occur. For example, if you expect to finish your appointment at 3 p.m., ask for a return pick-up time of 3:15 or 3:30 p.m. to ensure you do not miss your trip.

If you require a return trip from a medical appointment, we recommend you book the trip 90 minutes following the medical appointment to allow enough time for any delays so you do not miss your trip.

Wait at the same location where you were dropped off, unless you have made other arrangements at the time of booking.

Be sure you have access to shelter and a phone in case your vehicle is late.

**Book a cross-boundary trip**

A cross-boundary trip is a trip that takes you outside of Peel’s borders (beyond Brampton, Mississauga or Caledon). You can travel into other municipalities on a cross-boundary trip by transferring to another specialized public transit provider at a designated transfer point.

You are responsible for booking your cross-boundary trip with the connecting service provider (i.e. Wheel-Trans, Mobility Plus, care-A-van, etc.). It is recommended that you allow at least 30 minutes between connections.
Transfer points outside of Peel for cross-boundary trips

1. Mobility Plus Transfer Point for travel to York Region
   Vera Davis Centre
   80 Allan Dr., Bolton
   (Main entrance)

2. Mobility Plus Transfer Point for travel to York Region
   Tim Hortons
   8000 Hwy 27, Vaughan

3. Wheel-Trans Transfer Point (North) for travel to Toronto
   Woodbine Racetrack
   555 Rexdale Blvd., Etobicoke
   (Main entrance circular driveway)

4. Wheel-Trans Transfer Point (South) for travel to Toronto
   Trillium Queensway Health Centre
   (Formerly known as Queensway General Hospital)
   Health Centre Queensway Site
   150 Sherway Dr., Toronto
   Tim Hortons (transfer location after 10 p.m.)
   200 Sherway Dr., Toronto

5. Care-A-van (Oakville) Transfer Point for travel to Oakville
   Sheridan College
   1430 Trafalgar Rd., Oakville

6. Oakville GO Station for travel to Oakville
   214 Cross Ave., Oakville
   Weekdays 6 p.m. to 12 a.m.
   Anytime weekends and stat holidays
   Oakville GO main entrance
How to **Book or Change a Trip**

Call **905-791-1015** to book or change a trip.

The earliest you can book your trip is one week in advance of the date you would like to travel.

The latest you can book your trip depends on the type of trip you would like to book. See ‘Types of Trips’ on page 4 for more information.

When you call to book your trip, have the following information ready:

- Your Client ID
- The date and time you wish to travel (pick up and return)
- The address of your destination
- The number of support persons/companions travelling with you (maximum combination of 2 per trip)
- The type of mobility device you use (Note: If using a wheelchair or scooter, the mobility device’s width must be smaller than 30” x 50” and the combined weight of passenger and device must be less than 800 lbs.)
- If you travel with a mobility aid, the mobility aid confirmed at the time of booking is the aid you must travel with for that trip.
When you book your trip, you will receive a 30-minute pick-up window.

• If you are being **picked up from a house**, be ready and waiting at the nearest accessible door at the start of your pick-up window. The driver will knock or ring the doorbell if he or she doesn’t see you at your scheduled pick-up time.

• If you are being **picked up from an apartment building or condominium**, be ready and waiting in the lobby near the first accessible door at the start of your pick-up window. Your driver is not required to buzz up.

• If you are being **picked up from a common area** (mall entrance, hospital, etc.) your driver will come to the pick-up location and call out your name.

**Confirm Your Trip Details**

Once your trip is booked, you can confirm your trip details 24 hours a day, 7 days a week, through the website or by calling Interactive Voice Response (IVR). We recommend confirming trip details for all your trips as your pick-up window may change due to vehicle availability.

To confirm your trip details:

• Log in to your TransHelp Account at [peelregion.ca/transhelp](http://peelregion.ca/transhelp) using your Client ID and Password and select ‘Review or cancel trips.’

• Call IVR at **905-791-1015** and press “1” then enter your Client ID and Password and follow the prompts. 30 minutes prior to the start of your pick-up window you will receive an automated reminder call.

When you log-in or call, your location, pick-up window, and the type of vehicle coming to pick you up will be confirmed.
**Cancel a Trip**

If you no longer need a trip, cancel it by midnight the day before your scheduled trip to ensure you are not charged the fare.

There are three ways to cancel:

1. **Cancel online using your computer or smartphone**
   (The fastest and most convenient way to cancel)
   - Visit [peelregion.ca/transhelp](http://peelregion.ca/transhelp)
   - Log in to your account using your Client ID and Password
   - Select “Review or cancel trips”
   - Select the trip you would like to cancel
   - Confirm the cancellation

2. **Cancel using Interactive Voice Response (IVR)**
   - Call 905-791-1015 and press “1”
   - Enter your Client ID and Password. Your Password is your month and day of birth; for example, “0522” for May 22
   - Press “2” and follow the prompts

3. **Call 905-791-1015 and speak with a representative.**

Trips generate in the booking system 7 days in advance. When cancelling a subscription trip online or through IVR, be sure to also cancel any trips that have already been scheduled for that week.
**Miss a Trip**

If you are not at the pick-up location when the vehicle arrives within the 30-minute pick-up window, your trip will be considered a “no-show” and the driver will continue their route. If this happens, the driver will stick a “no show” slip at his or her first accessible door or on the “no show” board. The full fare will be deducted from your account for “no show” trips as TransHelp must recover the operating cost for every trip.

If you miss a trip, all trips booked for that day will be automatically cancelled. If you still need a trip (outgoing or return), call 905-791-1015 immediately to reschedule. Please note – your rescheduled trip will now be considered a flexible trip (see page 4 for information about flexible trips).

If your vehicle has not arrived by the end of your 30-minute pick-up window, call 905-791-1015 and press “2” to report it.
Statutory Holidays

One week before each statutory holiday, find out how booking hours and service are affected on:

- The TransHelp homepage at peelregion.ca/transhelp;
- Your online account (message will appear once you log in);
- The phone message when you call 905-791-1015.

Typically on statutory holidays:

- The TransHelp administrative office is closed.
- All subscription trips are cancelled, with the exception of dialysis trips.
- All trips required on the statutory holiday and the day after the holiday, must be booked by 6 p.m. the day before the holiday. (For example: All trips for Monday, Oct. 8 (Thanksgiving Day) and Tuesday, Oct. 9, must be booked by 6 p.m. on Sunday, Oct. 7).
- No flexible trips are accommodated on the day of a statutory holiday.

Fares

- One-way trip costs $3.75
- Return trip costs $7.50
- New passengers must prepay a minimum of $37.50 to open an account
- A monthly pass, which provides unlimited travel within that month, costs $124
**Account Payments**

All TransHelp trips must be paid in advance.

TransHelp will not alert you when funds in your account are low. It is your responsibility to maintain a positive balance in your TransHelp account. You can check your account balance by logging into your TransHelp account online at [peelregion.ca/transhelp](http://peelregion.ca/transhelp) or by calling 905-791-1015 and pressing 1.

If you close your TransHelp account, we will refund the balance remaining by cheque upon request.

TransHelp may close your account if:

1. You have not used the service in 12 months;
2. You have no record of purchasing any Taxi Scrip vouchers within the last twelve 12 months; or
3. Your eligibility date expired and you have not submitted a new application for review or are not in the appeal process regardless of the above criteria.

**Pay online**

You can pay your account using online banking. This service is available through the following banking institutions: RBC, BMO, CIBC, TD, Scotiabank, National Bank, and Central 1 Credit Union.

You can add your TransHelp account to your online banking bill payments by selecting “PEEL (Region of) – TransHelp” as the Payee. Your TransHelp Client ID number is the Payee Account number. Allow 1-2 business days for your payment to be added to your TransHelp account. Contact your bank for help setting up or answering questions about the status of your payment.

Note: Online banking is not available for Taxi Scrip. Taxi Scrip must be paid by phone or in person.
Pay by phone
Payments by VISA and Mastercard are accepted by phone. Call **905-791-1015** between 8 a.m. and midnight.

Pay in person
Payments by cash, debit, Visa, Mastercard, cheque, or money order can be made in-person during regular business hours at:

- Service Peel: 10 Peel Centre Dr., Brampton – Suite B (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- Service Peel: 7120 Hurontario St., Mississauga (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- PAMA Museum and Art Gallery: 9 Wellington St. E, Brampton. (Monday, Tuesday and Friday, 10 a.m. to 4:30 p.m.; Thursday 10 a.m. to 9 p.m.; Saturday 10 a.m. to 5 p.m.; Sunday 1 p.m. to 5 p.m.)

Taxi Scrip, can be purchased in-person at one of the three locations listed above or by calling **905-791-1015**.
Pre-authorized payments

Call 905-791-1015 to set up one of these convenient pre-authorized payment options.

• Option 1: Credit card pre-authorized payment: Your credit card will be charged automatically every month.

• Option 2: Pre-authorized debit: Your bank account will be debited every month. Download and print the ‘Approval for Pre-authorized Debit Form’ at peelregion.ca/transhelp under ‘My Account.’

You can submit the completed form by:

• Fax at 905-277-5864
• Email at transhelp@peelregion.ca
• Mail to Region of Peel – TransHelp, 2 Copper Rd., Brampton, ON L6T 4W5
• In-person using drop boxes located at 7120 Hurontario St. in Mississauga or 10 Peel Centre Dr. in Brampton

Pre-authorized payment lets TransHelp post a recurring payment for your future trips. By setting up pre-authorized payments, you will ensure your account is kept up-to-date and your subscription trips will not be disrupted.

If your circumstances change and you no longer want us to automatically bill your credit card or bank account, tell us one month in advance and we will cancel the pre-authorized payment.
Monthly passes

A monthly pass (MPASS) costs $124 per month and provides unlimited travel in a single month. To purchase a monthly pass, call 905-791-1015.

While Support Persons travel for free, travel companions are not covered by the MPASS and their fare must be paid separately.

Monthly passes are available on the 15th of every month. A payment must be made between the 15th and 20th of the month for the upcoming month. (For example, you must pay for a June monthly pass between the 15th and 20th of May).

Even with the purchase of an MPASS, you must cancel your trip by midnight the day before your scheduled trip. If you do not cancel by midnight the day before or do not show up for a scheduled trip, you will be charged for that missed trip.

If you’re on a pre-authorized payment plan and do not want to purchase an MPASS for the following month, you must call 905-791-1015 to let us know before the 20th of that month.
**Taxi Scrip**

As a TransHelp passenger you are eligible to use Taxi Scrip. Taxi Scrip is a subsidized taxi service. This means the fares are lower than actual taxi fares and the taxi company is reimbursed the difference.

**Buying Taxi Scrip**

You need a Taxi Scrip ID card to buy and use Taxi Scrip. To pay for Taxi Scrip using VISA or Mastercard and/or to get a Taxi Scrip ID, call **905-791-1015**.

A $40 book of Taxi Scrip costs $25. You may buy a maximum of 5 books per month. You must buy Taxi Scrip in advance either by phone or in person. Payments cannot be made through online banking.

Once we’ve processed your order, we’ll deliver your Taxi Scrip by mail. Please allow more time for delivery during busy periods such as the holiday season.

**Pay by debit, VISA, Mastercard, cheque, or money order, Monday to Friday at:**

- **Service Peel:** 10 Peel Centre Dr., Brampton – Suite B  
  (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- **Service Peel:** 7120 Hurontario St., Mississauga  
  (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- **PAMA Museum and Art Gallery:** 9 Wellington St. E., Brampton. (Monday, Tuesday and Friday, 10 a.m. to 4:30 p.m.; Thursday 10 a.m. to 9 p.m.; Saturday 10 a.m. to 5 p.m.; Sunday 1 p.m. to 5 p.m.)

Please note:

- Taxi Scrip is non-refundable – we will not refund any money for unused Taxi Scrip.
- Taxi Scrip is non-transferable – only the TransHelp passenger can use Taxi Scrip vouchers.
- TransHelp account must be in good standing to purchase Taxi Scrip.
**Using Taxi Scrip**

You must call a participating taxi vendor to arrange for a ride. All participating taxi vendors have accessible vehicles. If you need a specific accessible vehicle, please tell the taxi vendor when you book your trip. Specific vehicles are subject to availability.

**Participating taxi vendors in Mississauga:**
- A Black Cab: 905-822-4000
- All Star Taxi: 905-602-0000
- Blue and White Taxi: 905-274-4444

**Participating taxi vendors in Brampton:**
- A1 Taxi: 905-453-6666
- A Seven Eleven Taxi: 905-454-9999
- Bram City Taxi: 905-455-1000
- Brampton Bramalea Kwik Kab: 905-450-1111

Please address any issues about your travel experience with the Taxi Scrip vendor directly.

**You must show the taxi driver your Taxi Scrip ID along with a government-issued photo ID every time you use Taxi Scrip.**

Government-issued photo ID includes:
- A Canadian passport
- A Canadian Citizenship card with a photo
- An Ontario driver’s licence or enhanced driver’s licence issued by Ontario
- An OHIP (Ontario Health Insurance Plan) card
- An Ontario Photo Card

It is the taxi driver’s responsibility to fill out the information on the back of each Taxi Scrip voucher.
Paying with Taxi Scrip
Taxi Scrip comes in $1, $2 and $5 denominations.
You can pay for your trip using only Taxi Scrip, or with a combination of Taxi Scrip and cash. For example, if your trip costs $20.75, you can:

4. Redeem $20 in Taxi Scrip, then pay the remaining difference of $0.75 cents in cash, or

5. Redeem $21 in Taxi Scrip. Change will not be provided if you use only Taxi Scrip, so please plan accordingly.

Travelling outside of Peel using Taxi Scrip
Participating taxi vendors will take you out of Peel (Brampton, Caledon and Mississauga), but not all vendors offer return trips. Please pre-arrange your trip back with the taxi vendor.
You cannot use Taxi Scrip outside of Peel or with non-participating taxi vendors.
TransHelp Policies

Door-to-Door

A TransHelp driver will help you to and from the first accessible door to the taxi or TransHelp vehicle. We call this “door-to-door” service.

Your pick-up and drop-off locations must meet these door-to-door safety and accessibility standards:

• All ramps must:
  • Be clear of debris, ice and snow
  • Be stable and firm
  • Have railings
  • Have a non-slip surface
  • Have a slope that is not too deep

Ramps are checked against building code and may be subject to an inspection

• The driver must be able to see the vehicle from the door at all times

• The pathway to the door must be easy to get to, clear of ice and snow and free of any objects that might cause injury to you or the driver.

The TransHelp driver might not pick you up or drop you off if these safety and accessibility standards are not met.

Wheelchairs and Scooters

Mobility aids such as wheelchairs and scooters must meet specific size, weight, and safety guidelines:

• Weight: The total weight of the wheelchair or scooter and passenger combined must be no more than 362 kg (800 lbs).

• Size: A wheelchair or scooter base must be no larger than 76 x 127 cm (30 x 50 inches).

• Safety: Flags and other projections are not allowed.
For passengers travelling with a scooter:

- Scooters will be safely secured using the proper restraint system in a forward-facing position.
- You may move to a seat from your scooter if you are able with minimal assistance.
- Passengers remaining on their scooters will be fitted with a seatbelt that secures them to their mobility scooter.
- Passengers choosing to transfer to a seat must wear a seatbelt at all times while seated in a TransHelp vehicle.

You may have the option to purchase a mobility device with brackets for securement. Please be aware that your driver will secure your device using only hooks that display specific yellow stickers as they have been tested and approved. If the stickers are not present, your driver will use a solid or welded part of your chair for securement.

**Travelling with Companions and Support Persons**

A maximum combination of 2 people can travel with you on TransHelp. Let us know at the time of booking if you will be travelling with companions or support persons.

**Companion**

If you are able to travel on your own, your account will be charged for each friend or family member travelling with you as a companion, up to 2.

**Support person**

If you are unable to travel on your own some or all of the time, you may be approved for travel with a support person.

If you have a Mandatory Support Person designation on your file, you must travel with a support person at all times.

A support person travels for free, so your account will not be charged.
Travelling with Infants and Children

All children aged 0 – 12 years must be accompanied by a parent, guardian or support person.

If the child is 0-5 years of age:

• The accompanying parent, guardian or support person must pay a fare.

• The child rides for free unless they are the registered passenger.

• If the child is 6-12 years of age, both the child and the accompanying parent, guardian or support person must pay a fare.

Children with mobility devices must follow the same rules as adults travelling with wheelchairs and scooters.

TransHelp does not require and does not provide car seats or booster seats in taxis or buses and public vehicles. A child cannot sit in a stroller while travelling. Strollers must be collapsed and safely stored during travel.

Children who weigh less than 9 kg (20 lbs) or cannot hold themselves upright must be securely held on a parent, guardian or companion’s lap. Parents, guardians or companions who cannot hold the child on their lap or care for the child while travelling must bring a support person to hold and care for the child.
Lost Items
A lost item is a personal item (e.g., sunglasses, jewelry, a wallet or ID) that is left behind on a TransHelp vehicle.
All lost items will be turned into the TransHelp office. Any perishable food items will be discarded.
Report the details of your lost item to TransHelp as soon as you become aware of the loss.

Choose from these options to report the loss:
• Call 905-791-1015
• Email transhelp@peelregion.ca
• Report via your online TransHelp account

TransHelp will contact you if your item has been found.

When you arrive to collect the item, you will be asked to provide:
• Proper identification
• A precise description of the item
• Where and when the item was lost

Unclaimed items will be disposed of after 3 months.

Pets
Small animals may be transported on TransHelp provided they are in a certified animal carrier. The driver has the right to refuse the passenger to ensure the safety of other passengers on the vehicle.
Passenger Conduct
TransHelp strictly prohibits unruly or disruptive behaviour that threatens or endangers the safety of passengers, employees or service animals.

If a passenger is disruptive, TransHelp may take one or more of the following actions:

- Reschedule or cancel the ride
- Suspend service to the passenger
- Require that a mandatory support person accompany the passenger for any future rides
- Report the incident to the police

TransHelp passengers who have experienced disruptive behaviour must contact TransHelp or emergency services to report the incident.
Passenger Charter
The TransHelp Passenger Charter sets expectations and responsibilities of TransHelp passengers and employees.

As a passenger, you can expect to:
• Be transported safely and travel in a clean and well-maintained vehicle by an operator who practices appropriate personal hygiene.
• Be treated with courtesy and respect.
• Have your calls answered promptly and courteously.
• Be picked up within the pick-up window.
• Be transported to a safe place if delivery to your original destination is not possible.
• Be taken to the first accessible door at your final destination, but not inside.
• Expect service that meets the requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

As a passenger, your responsibilities include:
• Pre-paying the full fare for the service provided and maintaining a positive account balance.
• Wearing a seatbelt at all times.
• Being courteous and considerate of other passengers, drivers, and customer service agents.
• Practicing appropriate personal hygiene.
• Being ready at the start of your pick-up window.
• Using specialized public transit correctly to ensure that the service is available to all.
• Using conventional public transit when it’s available and accessible.
Contact Us

We value your feedback.
Positive feedback lets us know what we’re doing well and complaints help us to continually improve our service.

You can contact us:
• By email: transhelp@peelregion.ca
• By phone: 905-791-1015
• By mail:
  Region of Peel – TransHelp
  2 Copper Rd.
  Brampton, ON
  L6T 4W5
Accessible Public Transit in Peel

Did You Know?

There are three accessible public transit providers in Peel: TransHelp, Brampton Transit and MiWay.

Brampton Transit and MiWay offer a high level of accessibility for residents with physical, cognitive, visual, sensory and mental health disabilities. Accessibility features include:

- Ramps
- Low floors
- Ability to kneel the bus for easy onboarding
- Two wheelchair/scooter areas
- Voice and visual announcements for all stops
- Large entrance openings and platform areas at accessible shelters

Benefits of travelling on Brampton Transit and MiWay include:

- you can travel without calling ahead to book your trip
- you do not need to cancel your trip if your plans change
- discounts available for seniors 65 years of age and older

For more information:

Visit bramptontransit.com
Email transit@brampton.ca
Call 905-874-2999 TTY 905-874-2130

Visit miway.ca
Email miwayhelps@mississauga.ca
Call 905-615-INFO (4636) TTY 905-615-3886