

TransHelp

Quality Transportation for Full Participation

Winter 2007

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Rodeo Challenges Drivers and Supports United Way

By Shelley Ayres, Operations Supervisor

TransHelp drivers showcased their driving skills at the annual TransHelp Rodeo. Drivers completed the obstacle course that includes navigating a slalom of pylons, closest to the curb and driving in reverse.

"Being behind the wheel gave me an appreciation for what TransHelp drivers face on the road," said Damian Albanese, Director of the Transportation division and new director for TransHelp, who took the wheel of a TransHelp bus.

The top three drivers this year are Marco Velastegui, Llovelle McKenzie and Clinton Green. Kudos to all drivers who took part in the challenging drive.

TransHelp staff also raised money for United Way with festivities like Jell-O and ice cream eating contests and an iPod raffle. Thanks and appreciation go out to TransHelp staff, their families and Region of Peel staff who attended, volunteered as judges and organized the successful Rodeo.

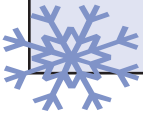


 Region of Peel
Working for you



Important: Multiple Mobility Aids on Buses

Please inform customer service representatives at booking if you plan to travel with more than one mobility aid. This ensures scheduling accommodations can be made.



Free Service on New Year's Eve

By Glenn Barnes, TransHelp Advisory Committee

I hope everyone had a chance to test the new Sunday bus service. The TransHelp Advisory Committee (T.A.C.) continues to listen to such ideas from our riders on how service can be improved.

New this year is a free extended-hours New Year's Eve service. This service is made possible with support from the Region of Peel Council and TransHelp staff. Details of the New Year's Eve service include:

- Free trips for rides booked between 7 p.m. and 2 a.m.
- Last pick-up at 1 a.m.
- Regular fare fees apply for any rides taking place before 7 p.m.

Please keep sending in your ideas. Whether it is Sunday service or the extended hours and free service on New Year's Eve, we really are listening!

Enjoy ringing in the New Year!



Bramcity Taxi Adds New Accessible Vehicles

Bramcity is a TransHelp partner that provides accessible taxi service to compliment our regular bus service. Four new accessible vehicles were added to the Bramcity fleet. The vehicles allow Bramcity to offer rides at regular taxi rates certified by the City of Brampton to all Peel Region customers requiring on-demand service or transportation needs outside of TransHelp hours of operation.



Seasonal Reminder

Please ensure all ramps, driveways and sidewalks are clear of ice and snow to allow our operators to transport you safely. You may qualify for a snow removal subsidy. Please check with your municipality for details.

Greetings and News

By Damian Albanese, P. Eng., Director, Transportation Division, ETPS

The Region of Peel underwent a departmental reorganization over the past year. TransHelp is now part of the Transportation Division under the newly formed Environment, Transportation and Planning Services department (ETPS). The reorganization has provided an opportunity to align “like-services” under one division and to benefit from common resources that augment and enhance the provision of this important service to our valued customers.

The fundamental goal of TransHelp is to continue in its efforts to provide the quality and timely service you have come to expect and rely upon. We look forward to your most welcomed input and feedback.

I would also like to take this opportunity to welcome Maureen VanRavens as the new TransHelp Manager. Maureen brings over 17 years of transportation experience from the Region of Peel’s former Public Works department. Her high regard for service will continue efforts to improve the TransHelp experience.

It is my pleasure to be part of the TransHelp team. I wish all of you Seasons Greetings and a safe holiday season!



From the Manager’s Desk

By Maureen VanRavens, TransHelp Manager

Over the past two months in my new role, I met skilled drivers, talented maintenance workers and loyal support staff who are dedicated to the TransHelp service. I can assure you personally that you have a first class team. Through the staff and the advisory committee, we will continue to look for opportunities to make improvements to the TransHelp service.

This past year, we introduced Sunday bus service. The successful launch and high demand from our clients has led us to expand Sunday bus hours, now 9 a.m. to 5 p.m., while taxis continue our Sunday service to 10 p.m. We will continue to monitor the demand of this service to see if future expansion of the hours is required.

Also new this year, TransHelp buses will be in operation on New Year’s Eve. All rides scheduled between 7 p.m. and 2 a.m. will be free of charge. I hope you take advantage of the extended hours to celebrate with friends and family.

In the upcoming weeks, I plan to ride the buses and meet passengers to hear about your experiences. In the meantime, feel free to contact me with ideas, questions, and comments to improve your commuting experience. I can be reached at 905-791-1015, ext. 6850 or maureen.vanravens@peelregion.ca

I wish you and your families a wonderful Holiday Season.



Subscribe to our FREE e-newsletter

Visit the TransHelp website at www.peelregion.ca/transhlp to check out the online version of this newsletter! TransHelp clients who prefer to receive newsletters electronically may sign up on our website. Clients registered for this service will receive an e-mail linked to the current quarterly newsletter.

Connect to Peel e-newsletter

Your free source for the most current, important information about the Region via e-mail.

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Important Service Updates

Tuesday, Dec. 11, 2007

- TransHelp Staff Development Day

Transportation on this date will be provided by our taxi vendors. TransHelp staff will be attending an important all-day training session.

We appreciate your understanding.

December Holiday Schedule

Date	Office Hours	Transit Hours
Monday, Dec. 24, 2007 - Christmas Eve	8 a.m. to 4 p.m.	6 a.m. to 11:30 p.m. (taxi service after 6 p.m.)
Tuesday, Dec. 25, 2007 - Christmas Day	Closed	Sunday/Holiday Service 9 a.m. – 10 p.m. (taxi service only)
Wednesday, Dec. 26, 2007 - Boxing Day	Closed	Holiday Service 9 a.m. – 10 p.m. (taxi service only)
Monday, Dec. 31, 2007 - New Year's Eve	8 a.m. to 4 p.m.	6 a.m. – 2 a.m. - Last pick-up at 1 a.m. - Clients ride free after 7 p.m.
Tuesday, Jan. 1, 2008 - New Year's Day	Closed	Sunday/Holiday Service 9 a.m. – 10 p.m. (taxi service only)

Got an idea for our TransHelp newsletter?

Call us at **905-791-1015** and press "7" for the comment line or e-mail TransHelp at transhelp@peelregion.ca