

## Wireless Phone Policy

TransHelp wants to ensure you have a safe journey. As a result, TransHelp initiated a no-cell-phone policy for drivers. Drivers may not use cell phones while operating a bus. However, drivers are permitted to use cell phones when pulled over with no passengers on board or pulled over to contact the TransHelp office.

## Upcoming Holiday Hours

Date	Office Hours	Service Hours
Good Friday Friday, Apr. 10, 2009	Closed	6 a.m. to 1 a.m. - Taxi Service Only
Easter Sunday Sunday, Apr. 12, 2009	Closed	6 a.m. to 1 a.m.
Easter Monday Monday, Apr. 13, 2009	8 a.m. to 8 p.m.	6 a.m. to 1 a.m.

### Contact us with questions and comments:

TransHelp main line: 905-791-1015

e-mail: [transhelp@peelregion.ca](mailto:transhelp@peelregion.ca)

Website: [www.peelregion.ca/transhelp](http://www.peelregion.ca/transhelp)

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# TransHelp newsletter

March 2009



## TransHelp News

### NEW Service Hours

#### Transit Service Hours

- Everyday, including holiday hours 6 a.m. to 1 a.m.

#### Office Hours

- Monday to Friday 8 a.m. to 8 p.m.

### NEW Fare Prices – Effective March 1, 2009

	Old Price	New Price
Regular One-way Fare	\$ 2.75	\$3.00
Same Day Service Fare	\$2.75	\$3.75
Monthly Pass	\$99.00	\$108.00

*Note to Monthly Pass users: The Monthly Pass will no longer include Same Day Trip bookings. To book a Same Day Trip, a charge for a Same Day Service Fare will be applied to your account per trip.*

### Plans for 2009

TransHelp will hire eight new employees that include three operators, one maintenance staff, two dispatchers, one scheduler and one customer service representative. Also, 16 new buses will be deployed. This will maintain the level of service you are use to as our ridership numbers continue to grow.

### A Look Back at 2008

- TransHelp provided over 290,000 rides in 2008.
- November was the busiest month with 25,688 trips.
- A monthly pass was introduced to offer convenience and savings for frequent riders.
- Service was provided on Christmas Day.
- Clients rode for free after 7 p.m. on New Year's Eve.
- New buses were introduced to our expanding fleet.



## Stand-by Rides vs. Same Day Trips

Riders may book Same Day Trips for unplanned outings. Bookings are not guaranteed, but rides will be provided if vehicle capacity and scheduling permit. To book a Same Day Trip, call TransHelp during Monday to Friday office hours for availability.

A Stand-By Trip is a ride request when TransHelp is unable to accommodate the trip. If space becomes available, TransHelp will contact the passenger up to one hour before the requested ride time and advise the passenger the ride is available.

*Note: A fare for a same-day ride request is \$3.75 as of March 1, 2009. Monthly pass holders must pay this fare for a same-day booking; this service is not included in the monthly pass.*

## Passenger Survey Update

ERIN Research Inc. conducted TransHelp's passenger satisfaction survey in December 2008. 500 clients were contacted and 66 per cent responded. Improvements in satisfaction were found compared to 2005's survey.

Subject	2005	2008
Overall satisfaction with recent trip.	8.6	9.0
Telephone contact was courteous.	9.0	9.3
Telephone contact treated me fairly.	8.9	9.3
Telephone contact was knowledgeable, competent.	8.8	9.1
TransHelp bus drivers, overall results.	8.8	9.2
Bram City taxi drivers, overall results.	7.0	7.7
Blue and White taxi drivers, overall results.	7.6	8.0