

Accessible Transportation newsletter

December 2010



 **Region of Peel**
Working for you

News and Updates

New Buses for TransHelp

We've taken delivery of two new types of buses (see cover photo). We are confident the buses will provide you with a comfortable, safe ride. We added two low-floor buses and two shuttle vans. These vehicles will be rotated amongst our drivers and we want your feedback. Call or email us (see back page) your feedback or tell our drivers your input to help us evaluate the new vehicle styles to determine if we should add more.

Community Bus

The Community Bus pilot program had ended in September 2010 due to low ridership. The bus will be added to the TransHelp fleet. Transportation needs for large groups of passengers and charter services will see the bus in action. Please contact us about charter services should your need arise.

Taxi Scrip

Our Taxi Scrip Service will soon be available from Accessible Transportation as part of our family of services. We will be seeking the participation of all qualified taxi vendors in Peel Region to provide services under this program. Please contact us for information on enrolling, how to purchase Taxi Scrip Booklets and to learn which taxi vendors are participating.

Communication With You

Accessible Transportation will take a new approach in 2011 in how we communicate with you. In January, a newsletter detailing what to expect for the New Year will be mailed to all active clients. You can expect bi-monthly newsletters distributed via our bus and taxi drivers. We feel it is important to provide you regular communication to be informed and be up to date on news. Please inform us of any address changes to ensure you receive the next newsletter.

New Payment Location: 7120 Hurontario St., Mississauga

Your TransHelp statements can now be paid at 7120 Hurontario St. in Mississauga in addition to our existing locations at Access Peel at 10 Peel Centre Dr., Brampton and our office 3190 Mavis Rd., Mississauga. Accepted forms of payment include cash, cheque and debit cards.



Supporting Residents Living With Disabilities

- TransHelp staff hosted a BBQ fundraiser in support of Peel's Association for Handicapped Adults (PAHA). We raised nearly \$600 for PAHA to assist with planning its annual social events and activities. PAHA once operated the TransHelp service. We continue to work together to provide inclusion for Peel residents living with disabilities.



Policy Updates and Reminders

- **Snow and Ice**
Remember your responsibility to ensure snow and ice is cleared from driveways and sidewalks for drivers to safely pick up passengers. Our lifts require a clear surface. Drivers have discretion to deny a ride if they see it unsafe to assist a client from the door to the vehicle.
- **Vehicle Preference**
We use a variety of vehicles like buses and taxis to deliver services to clients. We cannot guarantee the type of vehicle a client will receive for a trip. We attempt to accommodate clients based on needs, but we are unable to accept vehicle preference requests from clients unless there is a change in your condition or mobility aid.
- **Passenger Conduct on Vehicles**
To better serve our clients and provide excellent service, we remind you and your companions that our drivers and staff should be treated with respect and courtesy. Clients and companions who are disruptive in a vehicle jeopardize the safety of our driver and all passengers on board. Passengers behaving inappropriately towards drivers and/or other passengers may be warned and asked to exit the vehicle in certain situations. If you have a concern you wish to bring to our attention, call us and we will be happy to assist. We strive to provide you with a safe trip.

Upcoming Holiday Hours

Service operations will continue during this period as per the following schedule:

Date	Office Hours	Service Hours
Dec. 24, 2010	8 a.m. to 4 p.m.	Full Service: 6 a.m. to 1 a.m.
Dec. 25	Closed	Full Service: 6 a.m. to 1 a.m.
Dec. 26	Closed	Taxi Service Only
Dec. 27 to 30	Closed	Full Service: 6 a.m. to 1 a.m.
Dec. 31	Closed	Full Service: 6 a.m. to 3 a.m. Ride free from 7 p.m. to 3 a.m.
Jan. 1, 2011	Closed	Taxi Service Only
Jan. 2	Closed	Full Service: 6 a.m. to 1 a.m.
Jan. 3	Closed	Full Service: 6 a.m. to 1 a.m.

- Regular hours will resume on January 4, 2011
- NOTE: TransHelp administrative offices at 7120 Hurontario St., 3190 Mavis Rd. and 10 Peel Centre Dr. are closed from December 25, 2010 to January 3, 2011, and reopen on Jan. 4.
- Payments and applications will not be processed during closed office hours.
- Registered clients may continue to book trips as normal during the holiday period by calling the Customer Contact Centre at 905-791-1015, 8 a.m. to 8 p.m., Monday to Friday.
- The TransHelp Dispatch Operations will continue to be staffed throughout the holidays and provide assistance to any urgent matters.

Contact us with questions and comments:

TransHelp main line: 905-791-1015

e-mail: transhelp@peelregion.ca • Website: peelregion.ca/transhelp

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