

TransHelp User Guide



Welcome to the Region of Peel's TransHelp service. This service is intended for people with a functional mobility disability residing in the Region of Peel requiring door-to-door transportation. TransHelp clients must be using a mobility aid such as a walker, cane or wheelchair to meet eligibility requirements. If you are not currently a customer, please contact us for registration information and requirements.

Phone: 905-791-1015

E-mail: transhelp@peelregion.ca

Website: peelregion.ca/transhelp

A person with short hair and glasses is seated in a wheelchair, looking down at a smartphone held in their hands. They are wearing a patterned, long-sleeved shirt. A black bag is resting on their lap, containing a smartphone and some papers. The background consists of concrete steps. The entire image has a blue color overlay.

Booking
Your Ride on
TransHelp

Booking Your Ride on TransHelp

TransHelp service hours are available everyday, from 6 a.m. to 1 a.m.

Please note your registration number on the welcome letter sent to you and call TransHelp at 905-791-1015 from 8 a.m. to 8 p.m., Monday to Friday.

Please book by 2 p.m. the business day before you plan to travel. Weekend and Monday trips must be booked by 2 p.m. on Friday.

Please have the following details ready:

- The exact date and time you wish to travel,
- Requested pick up time for return ride/trip,
- The exact address of your destination,
- How many companions are accompanying you, and
- The type of mobility aid you are bringing.

Your ride is guaranteed once booked.

You may travel anywhere in the Region of Peel (Mississauga, Brampton and Caledon) at any time that the service operates.

Trips may be booked as far as one week in advance up to 2 p.m. the day before you wish to travel. Saturday, Sunday and Monday trips must be booked by 2 p.m. on Friday.

Subscription Ride (Recurring Trips)

A subscription ride is a recurring ride that you take every day or every week on a regular basis (for example: to school, work, or other recurring events). Please call to arrange a subscription ride.

Same Day Trip and Standby Ride

To book a same day trip, call TransHelp during office hours from Monday to Friday for availability.

You can request a change to your ride time on the day of your pre-arranged ride. Standby rides are dependant on the availability of vehicles.

Traveling Outside Peel with Other Para-transit Providers

You can travel beyond the Peel border and continue your trip with another para-transit service provider. This is called a **connecting trip**. You are advised to allow 30 minutes between your connections. You are responsible for booking your trips with the connecting service provider.

TransHelp has transfer points with service providers outside of the Region. Please consult our website peelregion.ca/transhelp or call us for more information about the service points.

A photograph with a blue tint showing a woman in a wheelchair being assisted by a person on a bus. The woman is smiling and looking towards the camera. The person assisting her is partially visible on the left, wearing a dark sweater and jeans. The bus interior is visible on the right, showing a metal frame and a seat. The text "Preparing For Your Ride on TransHelp" is overlaid in a white box on the left side of the image.

Preparing
For Your Ride
on TransHelp

Preparing for Your Ride – Riding a TransHelp Vehicle

- On the day of your scheduled ride, call us one to two hours before your pick-up time to check your expected ride time and/or vehicle type.
- Be ready and waiting 15 minutes before your ride time.
- Wait in an area where you can see the vehicle approach.
- The vehicle that picks you up can be a TransHelp bus or accessible taxi.

- Drivers are not required to buzz your apartment, knock on your door or ring your doorbell.
- When you arrive at your destination, the driver will help you off the vehicle and escort you to the first accessible doors.
- For your return trip pick-up, please wait at the same place where you were dropped off.

Important note: TransHelp aims to accommodate as many clients as possible. As a result, **you may be on a vehicle for up to 90 minutes at a time**. This time may increase if you are travelling:

- a long distance, during peak hours, or during inclement weather.

Please bring medication and other necessities for your trip in case of delays.

Important Rules and Safety Tips When Riding

- There is a **no scent policy** on board the vehicles to accommodate people with allergies. Please do not wear perfumes or cologne.
- For your safety, you are required to transfer from your scooter to a seat.
- Remember to wear your seatbelt at all times.
- Tell the driver if you feel ill or if you are uncomfortable.
- Carry-on items are limited to three grocery bags and must be carried by yourself or your personal care assistant (PCA).
- When booking return rides, note the building's closing time to aim to be picked up before it closes so you have shelter in case of poor weather or delays.

- Please be aware that drivers will not lift or carry clients for their safety.
- Driveways, pathways and stairs must be clear of snow and ice for the safety of the clients and the driver.



FAQs

Frequently Asked Questions

What happens if I miss my ride?

If the TransHelp vehicle arrived at your pick-up location when you were not there, a “no show” notice will be posted at the site.

If you do miss your scheduled ride, please call TransHelp at 905-791-1015. If we drop you off at a destination, it is our responsibility to provide a ride home. It may take up to three hours to dispatch another vehicle. The appropriate no-show fee will be deducted from your TransHelp account. The fare for the new trip will also be deducted unless you are a monthly pass user.

Why am I charged for a “no show” or late cancellation?

We need everyone's cooperation for our service to run smoothly. When

you do not show for a ride that was pre-booked for you, a vehicle is still scheduled for you, a vehicle is still sent to your requested pick-up location, the driver must wait for you, and other passengers on board a vehicle wait too. In addition, clients who could have used your ride and were on standby could not be accommodated. The appropriate cancellation fee will be deducted from your TransHelp account.

We do understand there are circumstances in which late cancellations are inevitable.

What if my ride does not show up?

Please contact us if your ride does not arrive after 15 minutes past the expected pick-up time.



Fares and
Payments

Fares and Payments

One way trip:	\$3
Return trip:	\$6
Monthly pass*:	\$108

New registrants are requested to prepay a minimum of \$30 (10 one way trips or 5 return trips) to open a TransHelp account.

All clients are responsible for maintaining their TransHelp accounts and ensuring they are appropriately funded.

*No-show and cancellation fees will be deducted from your TransHelp account.

Payment Options

- Cash
- Interac
- Money Order
- Mastercard
- Visa
- Cheque make payable to TransHelp (write your registration number on the cheque). Post-dated cheques cannot be accepted. NSF cheque charge is \$15.

Payment Locations

TransHelp Office

3190 Mavis Road

Mississauga, ON L5C 1T9

Hours: Monday to Friday, 8 a.m. to 4 p.m.

All forms of payment are accepted during business hours. This location has a **secure drop box** for after hours drop off cheque/money order.

Access Peel:

10 Peel Centre Drive
Brampton, ON L6T 3R5

7120 Hurontario Drive
Mississauga, ON L5W 0B1

Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.

Access Peel locations do not accept credit card payments.

Automatic Payment Options

Automatic payment options are available to all passengers. You may set up pre-authorized payments by completing a TransHelp pre-authorized deposit form available online at peelregion.ca/transhelp or by calling 905-791-1015.

Pre-Authorized Payments on a Credit Card

Payments are charged on the first day of each month from the credit card number provided. Funds are deposited into your TransHelp account.

Pre-Authorized Debit from Bank Account

Payments are debited from your bank account on first day of the month and are deposited into your TransHelp account. You must authorize these transactions by the 15th of the previous month to start or stop payments for the following months.

Fare Balance

Check your fare balance on the Interactive Voice Response (IVR) any day and any time. The balance reflects any bookings made up to one week in advance. See page 24 for IVR instructions.

Payments take 24 hours to be posted to your TransHelp account.

Fare Refund

Fare refunds for late cancellation and no shows are **limited yearly**, and all requests should be logged through a customer service representative at 905-791-1015. Refunds will be issued on a case by case basis.

Account Refund

Clients closing their TransHelp accounts will be refunded any funds within the account by cheque within two to three weeks.

Arrears Notice

Monthly notices are sent to clients who have a negative balance of \$10 or more. Service will be suspended if the negative balance is not settled within the appointed time.

Statements

Statements of payments and trips taken are available upon request.



IVR
User's Guide

Interactive Voice Response (IVR) User's Guide

The Interactive Voice Response system lets you review your account and booking information easily. You also have the option to dial 0 to talk to a customer service representative during business hours.

To check your rides any time, 24 hours a day:

- Call 905-791-1015.
- Press 1 for the automated line.
- Enter your TransHelp registration number and password when prompted. (Your password is your date of birth – month and day. For example, May 22 will be 0522.)

IVR will then offer you the following options to choose.

PRESS:

1

To hear your pick up times.

2

To cancel your rides.

3

To check your fare balance.

9

To speak with a Customer Service Representative.

0

To end your call.



TransHelp
at a Glance

TransHelp at a Glance

As a TransHelp passenger, your feedback is important and always appreciated. Our goal is to work together with you to provide a service that meets your accessible transportation needs.

Phone: 905-791-1015

For ride booking, account balances, customer service, and IVR use...

E-mail: transhelp@peelregion.ca – for general TransHelp inquiries.
accessibletransportation@peelregion.ca – for registration inquiries.

Website: peelregion.ca/transhelp

TransHelp Office

3190 Mavis Road

Mississauga, ON

L5C 1T9

In-person Hours: Monday to Friday, 8 a.m. to 4 p.m.

Service Hours: Monday to Sunday, 6 a.m. to 1 a.m.

Call Centre Hours: Monday to Friday, 8 a.m. to 8 p.m.

Fare: \$3 per trip or \$6 round trip

Monthly Pass: \$108