

Mobility On-Request Paratransit News



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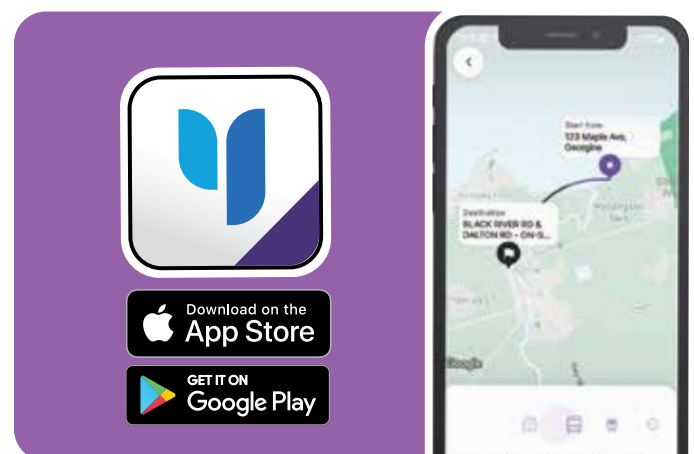


Improvements to Mobility On-Request Paratransit Service Booking Tool

Starting March 22, 2025, Mobility On-Request (MOR) Paratransit is offering a new booking tool to improve your experience. As part of this update, you will notice:

- > You have a new Rider Identification (ID) number located at the top of this newsletter. This number will be required when booking a trip after March 22
- > New trip notification options allow you to receive trip updates via text and call
- > Trip reminders will be given the day before your scheduled pick-up, when the vehicle is 30 minutes away, five minutes away, and then again when it arrives
- > Improved trip scheduling will use live updates to find schedule efficiencies and improve on-time performance
- > An updated web portal, which will be available for booking, cancelling and monitoring your trips on March 22, 2025. Register for the portal at <https://MOR.app.ridewithvia.com>

Book, cancel and monitor your trips with the YRT On-Request App



Enjoy a new experience where you can:

- > Book rides quickly, at any time
- > Follow your driver's arrival in real-time
- > See your upcoming bookings
- > Leave feedback on your experience

The app is available for download via the App Store for IOS or Google Play for Android.

REMINDER: Please take a moment to call our Contact Centre at 1-844-727-2663 to have your emergency contacts updated.

New 30-minute pick-up window

When you book a trip, you will receive a 30-minute pick-up window. For example, if you request a 9 a.m. pick-up, your ride will arrive between 9 a.m. and 9:30 a.m. Please note:

- > You need to be ready at the start of your pick-up window
- > For appointment trips, the pick-up window is designed to ensure you arrive on time for your appointment

News you can use

New Customer Service number

- > Feedback, questions and concerns can be directed to 1-844-727-2663, Monday to Friday from 8 a.m. to 4 p.m.
- > To book a trip, call 1-866-744-1119 Monday to Friday from 7 a.m. to 7 p.m.
 - Please remember to book weekend trips before 7 p.m. on Friday or use the YRT On-Request app or web portal to book on weekends as the Contact Centre is not open. **Reminder: You must book your trip before 4 p.m. the day before you want to travel**

Code of Conduct

- > Our new Code of Conduct is enclosed with this newsletter. Please take a moment to review it before your next trip

- > **You do not need to call two hours prior to confirm your trip. Your booking window is your confirmed time**

Please note: the online booking system, mobile app and automated phone system will be unavailable from March 15 to 22, 2025, while updates are being done. To schedule a trip during this time, please call 1-866-744-1119 and push 4, then 5 to speak to a live agent.



Customer satisfaction survey

- > YRT Mobility On-Request Paratransit customer satisfaction surveys will take place in the spring and fall; you may be called to participate. Survey feedback is used to help measure what is working well and where we can improve

Clear Path Policy

- > A clear path free of snow, ice or debris from the first accessible entrance to the end of your driveway **is required** to safely deliver door-to-door service
- > An unclear path will result in all trips servicing that address being cancelled for the day



02-25

Need help covering the cost of transit? TAP can help.

The York Region Transit Assistance Program (TAP) can help make transit more affordable. Eligible TAP participants can receive a 50% discount on regular YRT adult single fares using PRESTO, and after 40 trips within the calendar month, rides are free for the remainder of that month.

For more information, including eligibility and how to apply, visit yrt.ca/TAP or call Access York at 1-877-464-9675 ext. 75581.

Mobility On-Request Contact Information

Toll free: 1-844-727-2663
TTY: 711 (For deaf or hard of hearing)

Visit us at: yrt.ca/MOR
Email: mobilityonrequest@york.ca

