TransHelp

Passenger Guide

2026

Peel Region

Welcome to TransHelp!

This Passenger Guide provides information about how to pay, book and take a trip using Peel's specialized public transit. It also includes important information about TransHelp's policies and fares. Please keep it in a safe place so you can refer to it as needed.

We recommend writing down your Passenger ID and password in a safe spot. Do not share this information with anyone.

Over time, service changes can happen, which could affect the accuracy of the information in this Passenger Guide. You can visit **peelregion.ca/transhelp** for the most up-to-date service information.

Passenger I.D._____

Password_____

A

TransHelp travel tips

We want you and your fellow passengers to have a positive experience every time you travel with us. Follow the tips below to help the service run efficiently so you can enjoy safe and timely transportation to your destination.

Trips **for the day are automatically cancelled** once a trip is missed. Call **905-791-1015** to reschedule any trips you still need if you miss a trip.

Ramps, walkways and driveways **must be clear of snow, ice and household items**.

Always **wear your seatbelt** or TransHelp will not be able to transport you.

No longer need a trip? **Cancel online** by logging into **peelregion.ca/transhelp** or use **Interactive Voice Response (IVR)** by calling **905-791-1015**, and press **1**.

Stay within the **3-bag limit** and ensure you, your support person or companion can carry them.

Have an adequate supply of **medication, oxygen and snacks in case of travel delays.** You can be on the bus for up to 90 minutes (possibly longer in severe weather, heavy traffic or when travelling distances of more than 30 km).

Ensure you're **ready to go at the start of your 30-minute pick-up window**.

Let us know if you no longer need a trip. **Cancel 4 hours before the start of your pick-up window** to ensure you're not charged the fare.

Perfumes **and colognes are not recommended** as fellow passengers can be scent sensitive.

Bonus tip! For your safety and the safety of your driver, please turn on your outside lights when it's dark outside.

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About TransHelp

TransHelp is 1 of 3 accessible public transit providers in Peel and is compliant with the *Accessibility for Ontarians with Disabilities Act*. TransHelp provides door-to-door transportation that is:

- Pre-paid (payment to your account must be made in advance of any travel)
- Pre-arranged (trips must be booked in advance)
- Shared with other riders (you may be on the bus for up to 90 minutes as other passengers are picked up and dropped off along the route)

You can travel anywhere within Peel (Brampton, Caledon or Mississauga), 7 days a week, between 6 a.m. and 1 a.m.

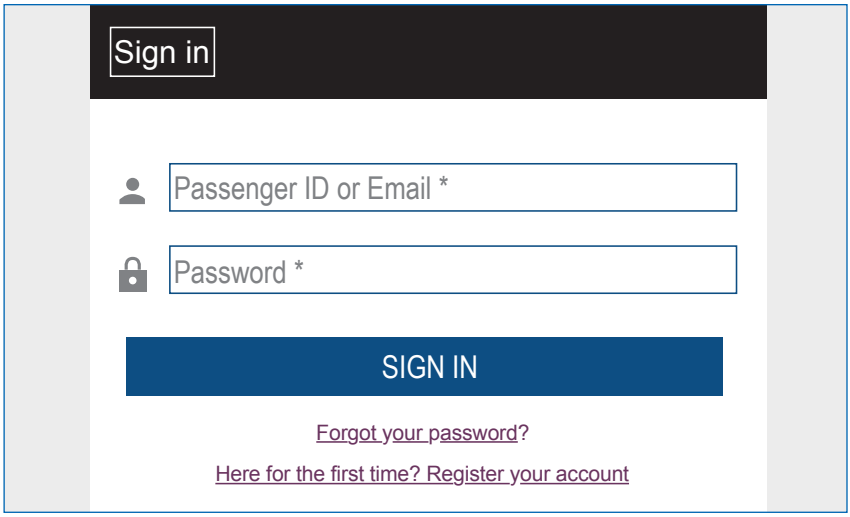
For your safety, you must wear your seatbelt and keep it secured until your driver is out of the driver's seat.

TransHelp uses vendors to deliver a portion of its service so you may be picked up by a TransHelp driver in a TransHelp bus or a contracted vendor driving a taxi, van or other accessible vehicle. All contracted vendors will have a TransHelp decal visible on their vehicle and an ID badge.

Call us at **905-791-1015** Monday through Sunday from 8 a.m. to 12 a.m. (midnight) to book, change or cancel a trip, pay your account or update your personal information.

A customer service representative is available to assist 24/7 at **905-791-1015** if your scheduled ride does not show.

Access your TransHelp account 24/7



You can do a lot online and through Interactive Voice Response (IVR).

Log in at **peelregion.ca/transhelp** from your computer or smartphone to:

- Book and cancel trips
- Provide feedback
- Check your account balance
- Check your ride status (pick-up window, pick-up location and drop-off location)

Call the IVR at **905-791-1015** and press 1 to:

- Cancel a trip
- Check your account balance
- Check your ride status

Types of trips

Specific trips

If you want to arrive at a destination for a specific time, the latest you can book your trip is 7 p.m. the day before you want to travel. The standard 30-minute pick-up window still applies.

For example, to book a trip where you arrive at your destination by 2 p.m. on Thursday, December 6, you would book your trip by 7 p.m. on Wednesday, December. 5.

Flexible trips

If your schedule is flexible, you can book a flexible trip between 7 p.m. and midnight or even the same day you wish to travel. With a flexible trip, we'll call you to confirm your pick-up window and pick you up within 2 hours of your requested time. When you book a flexible trip, please provide a phone number where you can be reached.

For example, if you call at 9 a.m. to book a flexible trip for 1 p.m., we'll call you by 11 a.m. to provide the available pick-up times and confirm your pick-up window.

Booking a flexible trip is a great option if you do not need to arrive at a destination for a specific time. Some examples include grocery shopping, going to the mall, visiting friends or family. A flexible trip is not recommended for scheduled appointments, catching a flight, or meeting friends at a specific time; you will want to book by 7 p.m. the day before for this type of travel.

Passengers using a flexible trip will only be allowed 3 requests per trip and if they are refused, no more will be allowed that day. It is important to note that flexible trips are not guaranteed.

Negotiated Trips

During busy periods if TransHelp cannot accommodate your exact pick-up or drop-off time, we will schedule your trip closest to your requested time as possible.

Subscription trips

You can book a subscription trip for recurring daily, weekly or monthly travel such as, work, school, or a regular appointment. This is the most convenient option for ongoing travel needs. Once your subscription trip is booked, we will pick you up on an ongoing basis. You only need to call if you want to change or suspend the subscription trip.

All subscription trips, with the exception of dialysis trips, are automatically cancelled on statutory holidays.

Pre-authorized payments are recommended for subscription trips (see page 15 for information about pre-authorized payments).

Return trips

The journey back from your destination is considered a return trip. You must schedule both your trip out and your return trip when booking.

When scheduling a return trip, consider any unexpected delays that may occur. For example, if you expect to finish your appointment at 3 p.m., ask for a return pick-up time of 3:15 or 3:30 p.m. to ensure you do not miss your trip.

If you require a return trip from a medical appointment, we recommend you book the trip 90 minutes following the medical appointment to allow enough time for any delays so you do not miss your trip. Wait at the same location where you were dropped off, unless you have made other arrangements at the time of booking. Be sure you have access to shelter and a phone in case your vehicle is late.

Cross-boundary trips

Cross-boundary trips take you outside of Peel's boundaries (beyond Brampton, Caledon or Mississauga) by transferring you to another specialized public transit provider at a designated transfer point.

Although you are responsible for booking your cross-boundary trip with the connecting municipality, please let us know and we can assist by sending your TransHelp eligibility information to the supporting Para-Transit provider.

To book a cross-boundary trip:

- You must contact both TransHelp and the neighbouring specialized public transit agency that provides transportation in the area you'd like to travel. (e.g. Milton Transit, Wheel-Trans, Mobility Plus, Care-A-van, ActiVan)
- When you book the first part of your trip, you will be given a transfer location.
- You can then book the second part of your trip using the transfer location provided from your first booking.

Canceling a one-way trip

If you have a TransHelp online account, follow these steps to cancel your trip.

1. Sign in to the TransHelp online portal.
2. Go to Trips.
3. Find the trip you want to cancel.
4. Select that trip to open details.
5. Select Cancel, then confirm by selecting YES.
6. A successful cancellation message will appear, telling you the cancellation was successful.

How to cancel a one-way trip using IVR

1. Call 905-791-1015 and press 1 to access the IVR menu.
2. Enter your passenger ID, then enter your IVR password.
3. Press 1 to check your ride.
4. Press 2 to cancel your ride.
5. Press 3 to check your account balance.

Transfer locations

You can travel into other municipalities on a cross-boundary trip by transferring to another specialized public transit provider at a designated transfer point.

These locations have been approved for use by both TransHelp and the partnering Para-Transit providers. TransHelp will not go to any other locations in a neighboring municipality aside from an approved transfer point.

WheelTrans transfer points for travel to Toronto

- South Kipling Subway Station, 27 St Albans Road
- North Humber College, 205 Humber College Boulevard, Toronto, ON (TTC access hub platform #4)

416-393-4222

ttc.ca/wheel-trans

Milton Access+ transfer points for travel to Milton – no service Sundays

- Lisgar GO Station, 3250 Argentia Road, Mississauga, ON (before 6 pm) – bus stop #6 for cross boundary and train platform
- Tim Hortons, 3110 Argentia Road, Mississauga, ON (after 6pm).

905-338-4166

milton.ca/en/living-in-milton/milton-access.aspx

Mobility On-Request transfer points for travel to York Region

- Vera Davis Centre, 80 Allan Dr., Bolton (Main entrance)
- Tim Hortons, 8000 Hwy 27, Vaughan (before 11pm)
- McDonalds, 6130 Highway 7, Vaughan (after 11pm)
- Tim Hortons, 12596 Hwy 50, Bolton
- Bolton GO, GO Bus Park & Ride 11221 Hwy 50

Southwest Corner of Mayfield & Hwy 50
(Stop number 1 waiting area)

1-866-744-1119

yrt.ca/en/schedules-and-maps/transfers-and-cross boundarytravel.aspx

ActiVan transfer point for travel to Halton Hills

- Mount Pleasant GO Station, 1600 Bovaird Drive West, Brampton (Kiss and Ride)

905-702-6435

haltonhills.ca/en/residents/activan-accessible-transit.aspx

Care-a-van Oakville

- Oakville GO, 214 Cross Ave, Oakville

905-337-9222

oakvilletransit.ca/accessibility/care-a-van/How to book and change a trip

How to book and change a trip

You can book your trip online at **peelregion.ca/transhelp** or by phone at **905-791-1015**.

The TransHelp online booking system:

- Will work on any desktop, laptop or smartphone
- Is available 24 hours a day, 7 days a week

You can use any of these Internet browsers to book online:

- Internet Explorer – version 11 and above
- Mozilla Firefox
- Google Chrome
- Safari – version 5.x and above
- Microsoft Edge

You must register your account and add your favourite locations before you can book online.

To register, visit **peelregion.ca/transhelp**. You'll need to provide your Passenger ID, email address, and birth date. Your email is your unique ID for your TransHelp account. After registering you'll receive a confirmation email to complete your registration.

To add your favourite locations, call 905-791-1015 or email **transhelp@peelregion.ca.**

We monitor this email account during regular business hours: Monday to Friday between 8 a.m. and 4 p.m. If we receive your

email during business hours, we'll complete your request within 24 hours and send you a confirmation email. If we receive your email outside of business hours, we'll add the new address the following business day and send you a confirmation email.

If you have questions about booking a cross-boundary trip, call us at **905-791-1015** or email **transhelp@peelregion.ca**.

Email guidelines for adding an address

Put "Add address" in your email subject line.

Include this information in your email message:

- Your TransHelp Passenger ID.
- The full address of the location you would like added to your online booking account. This includes the address number, street name, city or town and postal code.
- Any address you would like us to remove. You can have up to 8 locations on your account. If adding a new location means your total number of addresses will be more than 8, tell us which address you'd like us to remove.

Real-time vehicle tracking

If you're scheduled on a TransHelp vehicle, you'll be able to see its location in real time through the "Where's my ride" tracking feature. This feature is available for most vehicles but not our entire fleet.

Visit **peelregion.ca/transhelp/online-booking** for more information about how to book online.

When you're ready to book a trip

When booking online or by phone, you can book 7 days a week (except for statutory holidays).

You can also:

- Book your trip up to 7 days in advance.
- Book by 7 p.m. the day before you'd like to travel, if you'd like to be picked up for a specific time.
- Book a flexible trip up to 2 hours before when you'd like to travel.
- See the "Types of Trips" section in this Passenger Guide for more information.

Before you book

When you book a trip online or by phone, please have the following information ready:

- Your Passenger ID.
- The date and time you wish to travel (pick-up and return).
- The address of your destination.
- The number of support persons/companions travelling with you (maximum combination of 2 per trip).
- The type of mobility device you use. If using a wheelchair or scooter, the mobility device's width must be smaller than 86 x 132cm (34 x 52 inches) and the combined weight of passenger and device must be less than 362 kg (800 lbs).

If you travel with a mobility aid, the mobility aid confirmed at the time of booking is the aid you must travel with for that trip.

When you book your trip, you will receive a 30-minute pick-up window

When you are being picked up from a house, be ready and waiting at the nearest accessible door at the start of your pick-up window. The driver will knock or ring the doorbell if he or she doesn't see you at your scheduled pick-up time.

If you are being picked up from an apartment building or condominium, be ready and waiting in the lobby near the first accessible door at the start of your pick-up window. Your driver is not required to buzz up.

If you are being picked up from a common area (mall entrance, hospital, etc.) your driver will come to the pick-up location and call out your name.

To change a trip, call **905-791-1015.**

Confirm your trip details

When you book a trip online, you'll get an email instantly with your trip details.

If you've booked a same-day flexible trip online or by phone, a TransHelp staff member will contact you to confirm a pick-up time.

If you booked at least 1 day before the date you'd like to travel, log in to your account online or call the IVR a **905-791-1015** and press "**1**" to confirm your trip details. When you log in or call, your location, pick-up window, and the type of vehicle coming to pick you up will be confirmed. The closer you check your trip details to your actual travel day and time, the more accurate the information will be.

TransHelp offers automatic calls 30 minutes before your trip to remind you of its arrival. Please contact us to have this feature added to your account.

Cancel a trip

If you're unable or no longer want to travel, please tell us at least 4 hours before the start of your 30-minute pick-up window.

If you do not cancel your trip 4 hours before the start of your pick-up window, the fare will be deducted from your account and demerit points will be added.

For more information on demerit points, flip to page 21 of this guide.

There are 3 ways to cancel:

6. Cancel online using your computer or smartphone at **peelregion.ca/transhelp**
   - Log in to your account using your Passenger ID and online password
   - Select "Review or cancel trips"
   - Select the trip you would like to cancel
   - Confirm the cancellation
7. Cancel using Interactive Voice Response (IVR)
   - Call **905-791-1015** and press "**1**"
   - Enter your Passenger ID and Password. Your Password is your month and day of birth; for example, "0522" for May 22
   - Press **"2"** and follow the prompts
8. Speak with a representative.
   - Call **905-791-1015**

Trips generate in the booking system 7 days in advance. When cancelling a subscription trip online or through IVR, be sure to also cancel any trips that have already been scheduled for that week.

Miss a trip

TransHelp
3190 Mavis Rd., Mississauga, ON L5C 1T7
peelregion.ca/transhelp
Client#
Sorry
We were here for your trip, but we missed you. If your pick-up time and/or location was different than that shown below, call us at 905-791-1015.
Pick-Up Time and Location
Vehicle Number
Date
Time
Peel Region

If you are not at the pick-up location when the vehicle arrives within the 30-minute pick-up window, your trip will be considered a no-show and the driver will continue their route. If this happens, the driver will stick a "no-show" slip at the first accessible door or on the "no-show" board. The full fare will be deducted from your account and demerit points will be added. For more information on demerit points, visit page 21.

If Transhelp brought you to a location and you miss your ride home and still require a trip, please let us know, we will not leave you stranded. Once advised, TransHelp will arrange for a standby trip at the earliest opportunity.

If you miss a trip, all trips booked for that day will be automatically cancelled. If you still need a trip (outgoing or return), call **905-791-1015** immediately to reschedule. Your rescheduled trip will now be considered a flexible trip (see page 4 for information about flexible trips).

If your vehicle has not arrived by the end of your 30-minute pick-up window, call **905-791-1015** and press "**2**" to report it.

Statutory holidays

1 week before each statutory holiday, find out how booking hours and service are affected. You can:

- Visit the TransHelp homepage at **peelregion.ca/transhelp**;
- Visit your online account (message will appear once you log in); or
- Call **905-791-1015** and listen to the phone message.

Typically on statutory holidays:

- The TransHelp administrative office is closed.
- All subscription trips are cancelled, with the exception of dialysis trips.
- All trips required on the statutory holiday and the day after the holiday, must be booked by 7 p.m. the day before the holiday. For example, all trips for Monday, October 8 (Thanksgiving Day) and Tuesday, October 9 must be booked by 7 p.m. on Sunday, October 7.
- No flexible trips are accommodated on the day of a statutory holiday.

If you still need a trip on a statutory holiday, please let us know so we do not cancel any pre booked trips.

Fares

- One-way trip costs $3.75.
- Return trip costs $7.50.
- New passengers are encouraged to prepay a minimum of $37.50 to open an account.
- A MPASS, which provides unlimited travel within that month, costs $124.

TransHelp trips are paid in advance through online banking (available through most Canadian banks), telebanking, pre-authorized payments, by phone, or in person at the bank.

Account payments

All TransHelp trips must be paid in advance.

TransHelp will not alert you when funds in your account are low. It is your responsibility to maintain a positive balance in your TransHelp account. You can check your account balance by logging into your TransHelp account online at **peelregion.ca/transhelp** or by calling **905-791-1015** and pressing **1**.

If you close your TransHelp account, we will refund the balance remaining by cheque upon request.

TransHelp may close your account if:

1. You have not used the service in 12 months;
2. You have no record of purchasing any Taxi Vouchers within the last 12 months; or
3. Your eligibility date expired and you have not submitted a new application for review or are not in the appeal process regardless of the above criteria.

Pay online

You can pay your account using online banking. This service is available through the following banking institutions: RBC, BMO, CIBC, TD, Scotiabank, National Bank, and Central 1 Credit Union.

You can add your TransHelp account to your online banking bill payments by selecting "PEEL (Region of) – TransHelp" as the Payee. Your TransHelp Passenger ID number is the Payee Account number. Allow 1-2 business days for your payment to be added to your TransHelp account. Contact your bank for help setting up or answering questions about the status of your payment.

Online banking is not available for Taxi Vouchers. Taxi Vouchers must be paid by phone or in person.

Pay by phone

Payments by Visa and Mastercard are accepted by phone.

Call **905-791-1015** between 8 a.m. and midnight.

Pay in person

Payments by cash, debit, Visa, Mastercard, or cheque can be made in person during regular business hours at:

- Service Peel: 10 Peel Centre Dr., Brampton – Suite B (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- Service Peel: 7120 Hurontario St., Mississauga (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- PAMA Museum and Art Gallery: 9 Wellington St. E, Brampton. (Monday, Tuesday and Friday, 10 a.m. to 4:30 p.m.; Thursday 10 a.m. to 9 p.m.; Saturday 10 a.m. to 5 p.m.; Sunday 1 p.m. to 5 p.m.)

Taxi Vouchers can be purchased in person at 1 of the 3 locations listed above or by calling **905-791-1015**.

Pre-authorized payments

Call 905-791-1015 to set up one of these convenient pre-authorized payment options.

- Option 1 – Credit card pre-authorized payment: Your credit card will be charged automatically every month.
- Option 2 – Pre-authorized debit: Your bank account will be debited every month. Download and print the "Approval for Pre-authorized Debit Form" – at **peelregion.ca/transhelp** under "My Account."

You can submit the completed form by:

- Fax at 905-277-5864
- Email at **transhelp@peelregion.ca**
- Mail to Region of Peel – TransHelp, 3190 Mavis Rd, Mississauga, ON L5C 1T9
- In-person using drop boxes located at 7120 Hurontario St. in Mississauga or 10 Peel Centre Dr. in Brampton

Pre-authorized payment lets TransHelp post a recurring payment for your future trips. By setting up pre-authorized payments, your account will remain up to date and your subscription trips will not be disrupted.

If your circumstances change and you no longer want us to automatically bill your credit card or bank account, tell us 1 month in advance and we will cancel the pre-authorized payment.

Monthly PASS (MPASS)

A monthly pass (MPASS) costs $124 per month and provides unlimited travel in a single month. To buy a MPASS, call **905-791-1015**.

While Support Persons travel for free, travel companions are not covered by the MPASS. Their fare must be paid separately.

MPASS are available for purchase 1 month in advance. Once the month has begun, the MPASS for that month is no longer available for purchase. For example, you must pay for a June MPASS in May.

If you want to preauthorize future MPASS purchases, those deductions must be done by the 20th the month before. For example, you must preauthorize future MPASS purchases for June by May 20th.

If you're on a pre-authorized payment plan and do not want to purchase an MPASS for the following month, you must call **905-791-1015** to inform us before the 20th of that month.

Even with a MPASS, you must cancel your trip 4 hours before the start of your pick-up window. If you don't, you will be charged the fare for that trip.

Arrears

If you owe money on your TransHelp account that should have already been paid, your account is in arrears.

If you have a negative balance of $-37.50 (10 trips booked in arrears), you'll get a letter from TransHelp telling you your account is in arrears.

You have up to 30 days to make a payment that brings your account back into good standing. For example, if you get an arrears notification letter on March 5, you have until March 31 to make a payment.

If we do not receive a payment that brings your account back into good standing by the end of the month, you'll get a letter advising that your TransHelp account has been suspended.

If your account is suspended, you will not be able to book trips or purchase a MPASS and any subscription trips will be cancelled.

Once a payment is made that brings your account back into good standing, the suspension will end, and you'll once again be able to book trips, buy a MPASS and any subscription trips will resume.

To check your account balance, log into your TransHelp account at **peelregion.ca/transhelp** or call **905-791-1015** and press **1**.

There are 2 ways to appeal a suspension. You can submit a request online at **web.apps.peelregion.ca/forms/s/TransHelp-eligibility-appeal-form** or call **905-791-1015**. When calling to appeal your suspension, you will be asked to provide an explanation of why you disagree with the decision.

Taxi Vouchers

As a TransHelp passenger you are eligible to use Taxi Vouchers. Taxi Vouchers is a subsidized taxi service. This means the fares are lower than actual taxi fares and the taxi company is reimbursed the difference.

Buying Taxi Vouchers

You need a Taxi Vouchers ID card to buy and use Taxi Vouchers. To pay for Taxi Vouchers using Visa or Mastercard and/or to get a Taxi Vouchers ID, call **905-791-1015**.

A $40 book of Taxi Vouchers costs $25. You may buy a maximum of 5 books per month. You must buy Taxi Vouchers in advance either by phone or in person. Payments cannot be made through online banking.

Once we've processed your order, we'll deliver your Taxi Vouchers by mail. Please allow more time for delivery during busy periods such as the holiday season.

Pay by debit, Visa, Mastercard, or cheque, Monday to Friday at:

- Service Peel: 10 Peel Centre Dr., Brampton – Suite B (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- Service Peel: 7120 Hurontario St., Mississauga (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- PAMA Museum and Art Gallery: 9 Wellington St. E., Brampton. (Monday, Tuesday and Friday,10 a.m. to 4:30 p.m.; Thursday 10 a.m. to 9 p.m.; Saturday 10 a.m. to 5 p.m.; Sunday 1 p.m. to 5 p.m.)

Please note:

- Taxi Vouchers are non-refundable – we will not refund any money for unused Taxi Vouchers.
- Taxi Vouchers are non-transferable – only the TransHelp passenger can use Taxi Vouchers.
- Your TransHelp account must be in good standing to purchase Taxi Vouchers.

Using Taxi Vouchers

You must call a participating taxi vendor to arrange for a ride. All participating taxi vendors have accessible vehicles. If you need a specific accessible vehicle, please tell the taxi vendor when you book your trip. Specific vehicles are subject to availability.

Participating taxi vendors in Mississauga:

- A Black Cab: 905-822-4000
- All Star Taxi: 905-602-0000
- Blue and White Taxi: 905-274-4444

Participating taxi vendors in Brampton:

- A1 Taxi: 905-453-6666
- A Seven Eleven Taxi: 905-454-9999
- Bram City Taxi: 905-455-1000
- Brampton Bramalea Kwik Kab: 905-450-1111

Please address any issues about your travel experience with the Taxi Vouchers vendor directly.

You must show the taxi driver your Taxi Vouchers ID along with a government-issued photo ID every time you use Taxi Vouchers.

Government-issued photo ID includes:

- A Canadian passport
- A Canadian Citizenship card with a photo
- An Ontario driver's licence or enhanced driver's licence issued by Ontario
- An OHIP (Ontario Health Insurance Plan) card
- An Ontario Photo Card

It is the taxi driver's responsibility to fill out the information on the back of each Taxi Vouchers.

Paying with Taxi Vouchers

Taxi Vouchers comes in $1, $2 and $5 denominations.

You can pay for your trip using only Taxi Vouchers, or with a combination of Taxi Vouchers and cash. For example, if your trip costs $20.75, you can:

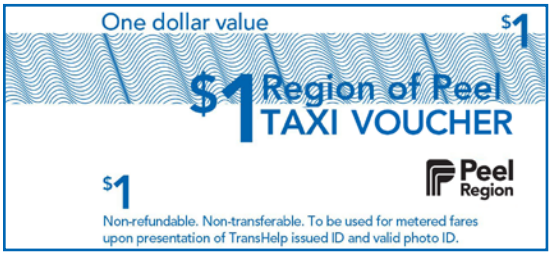
1. Redeem $20 in Taxi Vouchers, then pay the remaining difference of $0.75 in cash, or
2. Redeem $21 in Taxi Vouchers. Change will not be provided if you use only Taxi Vouchers, so please plan accordingly.

Travelling outside of Peel using Taxi Vouchers

Participating taxi vendors will take you out of Peel (Brampton, Caledon and Mississauga), but not all vendors offer return trips.

Please pre-arrange your trip back with the taxi vendor.

You cannot use Taxi Vouchers outside of Peel or with nonparticipating taxi vendors.



TransHelp policies

Door-to-door

A driver will help you to and from the first accessible door to the TransHelp vehicle. We call this "door-to-door" service.

Your pick and drop off locations must meet the requirements of the Accessibility for Ontarians with Disabilities Act.

- All ramps must:
  - Be clear of debris, ice and snow
  - Be stable and firm
  - Have railings
  - Have a non-slip surface
  - Have a slope that is not too steep. Ramp slope ratio should be 1:15

Ramps are checked against building code and may be subject to an inspection.

- The driver must be able to see the vehicle from the door at all times.
- The pathway to the door must be easy to get to, clear of ice and snow and free of any objects that might cause injury to you or the driver.

The TransHelp driver might not pick you up or drop you off if these safety and accessibility standards are not met.

Late cancellations

Rides can be cancelled up to 4 hours before the start of the pick up window, anything after that will be considered a late cancellation.

Demerit points will be added to your TransHelp account if you cancel late, cancel at the door, or are absent (a no-show) when your vehicle arrives.

We'll add 1 demerit point to your account if you cancel late.

2 demerit points will be added to your account if you cancel at the door when the driver arrives or if you are absent at your scheduled pick-up time (a no-show).

Rides can be cancelled 4 hours before the start of the 30-minute pick-up window.

You can check your demerit points balance by calling **905-791-1015**.

Demerit points will not be added to your account if:

- You cancel at least 4 hours before the start of your 30-minute pick-up window (you can cancel your trip online, using IVR or by phone)
- The vehicle arrives outside of the 30-minute pick-up window
- It's a weather advisory day.

How the demerit point system works

Demerit points increase within a rolling window of 4 months. They are added to your account on the first day of every month.

- If your account reaches 7 demerit points, we'll send you a notification letter.
- If your account reaches 14 demerit points, we'll send you a second notification letter.
- If your account reaches 21 demerit points, we'll send a third notification letter telling you that your account has been suspended for 14 days.

Account suspensions

If your account is suspended for 14 days, it will not automatically go back to 0 points at the end of the suspension.

Demerit points stay on your account after a suspension, but any demerit points on your account on the first month of the 4-month window will be removed as you move into the fifth month.

Appealing this decision

There are 2 ways to appeal. You can submit a request online or call **905-791-1015**.

When calling to appeal your suspension, you will be asked to provide an explanation of why you disagree with the decision.

Wheelchairs and scooters

Mobility aids such as wheelchairs and scooters must meet specific size, weight, and safety guidelines:

- Weight: The total weight of the wheelchair or scooter and passenger combined must be no more than 362 kg (800 lbs).
- Size: A wheelchair or scooter base must be no larger than 86 x 132cm (34 x 52 inches).
- Safety: Flags and other projections are not allowed.

For passengers travelling with a scooter:

- Scooters will be safely secured using the proper restraint system in a forward-facing position.
- You may move to a seat from your scooter if you are able to do so with minimal assistance.
- Passengers who wish to remain on their scooters will be fitted with a seatbelt that secures them to their mobility scooter.
- Passengers choosing to transfer to a seat must wear a seatbelt and keep it buckled at all times while seated in a TransHelp vehicle.
- For safety reasons, items including bags and/or ornaments should not be placed on steering handles of the scooter or off the sides.

You may have the option to purchase a mobility device with brackets for securement. Please be aware that your driver will secure your device using only hooks that display specific yellow or white stickers as they have been tested and approved. If the stickers are not present, your driver will use a solid or welded part of your chair for securement.

Weather Advisory

TransHelp will declare Weather Advisory Days when weather is expected to impact service. Weather may include snow, hail, rain, extreme heat and air quality.

On Weather Advisory Days:

- Poor road conditions can result in late pickups and arrivals
- Flexible trips are not provided
- Trips can be cancelled up to 2 hours before the start of the pick-up window without being charged the fare

When a Weather Advisory Day is called, we will:

- Post an alert online
- Play a message on the IVR phone system

On Weather Advisory Days, we ask that you:

- Call your destination to make sure it's still open
- Make sure your driveway, ramp and stairs are clear of snow and ice
- Call the IVR or login at **peelregion.ca/transhelp** to confirm your trip details in case of delays

Travelling with infants and children

All children aged 0 to 12 years must be accompanied by a parent, guardian or support person.

Children 0 to 5 years of age ride free unless they are the registered passenger. The accompanying parent, guardian or support person must pay a fare.

Both the child and the accompanying parent or guardian of a child 6 to 12 years of age must pay a fare.

Children with mobility devices must follow the same rules as adults travelling with wheelchairs and scooters.

TransHelp does not require, and does not provide, car seats or booster seats. A child cannot sit in a stroller while travelling. Strollers must be collapsed and safely stored during travel.

Children who weigh less than 9 kg (20 lbs) or cannot hold themselves upright, must be securely held on a parent, guardian or companion's lap. Parents, guardians or companions who cannot hold the child on their lap or care for the child while travelling must bring a support person to hold and care for the child.

Travelling with companions and support persons

A maximum combination of 2 people can travel with you on TransHelp. Let us know at the time of booking if you will be travelling with companions or support persons.

Companion

If you are able to travel on your own, your account will be charged for each friend or family member travelling with you as a companion, up to 2.

Support person

If you are unable to travel on your own some or all of the time, you may be approved for travel with a support person.

If you have a Mandatory Support Person designation on your file, you must travel with a support person at all times.

A support person travels for free.

Lost items

A lost item is a personal item (e.g., sunglasses, jewelry, a wallet or ID) that is left behind on a TransHelp vehicle.

All lost items will be turned into the TransHelp office. Any perishable food items will be discarded.

Report the details of your lost item to TransHelp as soon as you become aware of the loss.

Choose from these options to report the loss:

- Call **905-791-1015**
- Email **transhelp@peelregion.ca**
- Report via your online TransHelp account

TransHelp will contact you if your item has been found.

When you arrive to collect the item, you will be asked to provide:

- Proper identification
- A precise description of the item
- Where and when the item was lost

Unclaimed items will be disposed of after 3 months.

Travelling with animal companions

Certain rules apply for travelling with service animals, support animals and pets on TransHelp.

Booking your trip with an animal companion

When booking, tell your customer service representative that you'll be travelling with a service or support animal or pet.

Travelling with an animal companion may affect booking a same-day flexible trip.

Traditional and non-traditional animals

Traditional service and support animals and pets are:

- cats
- dogs
- ferrets
- gerbils
- guinea pigs
- hamsters

Animals not included in this list are non-traditional.

If you want to travel with a non-traditional pet, call 905-791-1015 for approval before booking.
If you'll be travelling outside of Peel, contact the neighbouring specialized public transit agency to confirm that animal companions are allowed.

Rules for travelling with animal companions

To travel on a TransHelp vehicle, a service or support animal or pet:

- Must be up to date on all necessary vaccinations.
- Must be free from any disease that can spread to others.
- Can sit on your lap or on the floor beside you.
- Must be on a leash or in a pet carrier while on board.
- Must stay under your care and control at all times.
- Must be tame, well-behaved and responsive to your instructions.

Aggressive or disruptive animals will not be allowed to ride TransHelp.

If another passenger is allergic or afraid of your animal, the driver will pull over and request another vehicle.

Passenger Charter

The TransHelp Passenger Charter sets expectations and responsibilities of TransHelp passengers and employees.

As a passenger, you can expect to:

- Be transported safely and travel in a clean and well maintained vehicle by a driver who practices appropriate personal hygiene.
- Be treated with courtesy and respect.
- Have your calls answered promptly and courteously.
- Be picked up within the pick-up window.
- Be transported to a safe place if delivery to your original destination is not possible.
- Be taken to the first accessible door at your final destination, but not inside.
- Expect service that meets the requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

As a passenger, your responsibilities include:

- Pre-paying the full fare for the service provided and maintaining a positive account balance.
- Wearing a seatbelt at all times.
- Being courteous and considerate of other passengers, drivers and customer service agents.
- Practicing appropriate personal hygiene.
- Being ready at the start of your pick-up window.
- Using specialized public transit correctly to ensure that the service is available to all.
- Using conventional public transit when it's available and accessible.
- Canceling any trip in advance to avoid demerit points on your account.

Accessible Public Transit in Peel

There are 3 accessible public transit providers in Peel: TransHelp, Brampton Transit and MiWay

Brampton Transit and MiWay offer a high level of accessibility for residents with physical, cognitive, visual, sensory and mental health disabilities. Accessibility features include:

- Ramps
- Low floors
- Ability to kneel the bus for easy onboarding
- 2 wheelchair/scooter areas
- Voice and visual announcements for all stops
- Large entrance openings and platform areas at accessible shelters

Benefits of travelling on Brampton Transit and MiWay include:

- You can travel without calling ahead to book your trip
- You do not need to cancel your trip if your plans change
- Discounts available for seniors 65 years of age and older

For more information:

Visit **bramptontransit.com**

Email **transit@brampton.ca**

Call **905-874-2999** TTY **905-874-2130**

Visit **miway.ca**

Email **miwayhelps@mississauga.ca**

Call **905-615-INFO (4636)** TTY **905-615-3886**

Contact us

We value your feedback.

Positive feedback lets us know what we're doing well and complaints help us to continually improve our service.

You can contact us:

- By email: **transhelp@peelregion.ca**
- By phone: **905-791-1015**
- By mail:

Region of Peel – TransHelp

3190 Mavis Rd.

Mississauga, ON

L5C 1T9

Peel Region

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