



Durham Region Transit continues to grow in 2019

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Photo: Operator Jason D'Amico
and Dispatcher Walter Zutell



The 20-minute pick-up window has changed

Changing the pick-up window allows us to increase capacity and serve more customers

Since September 2018, Specialized Services staff have been providing customers with a 20-minute pick-up window without a specific pick-up time. The pick-up window applies for all trips, which allows us to shift

pick-up times within the window and increase capacity to serve more customers.

For example, if your pick-up window is 9:45 to 10:05, the vehicle will arrive within that window and wait for a maximum of five minutes after arrival.

Remember, at times there may be delays because of accidents,

detours, inclement weather, or other unforeseen circumstances. If we haven't arrived 10 minutes after your pick-up window, contact our office so staff can track down your vehicle and let you know the estimated time of arrival.



Trip tips

Here are some trip tips to help ensure a smooth and comfortable journey with Durham Region Transit (DRT).

1. Booking a trip is the first step in your journey

- If you're phoning in your trip reservation, try to call from a quiet place.
- For time sensitive trips, such as appointments, provide the required arrival time at your destination and we'll do our best to get you there on time.
- Write down all your trip details and confirm them with our staff before hanging up.

2. Preparing for your journey

- Be ready at the start of the pick-up window; upon arrival, DRT will wait up to five minutes to respect the schedules of other passengers.
- Prior to boarding, have your fare ready at each leg of your journey.
- Be sure that you're able to safely carry and manage any items brought onto the vehicle.

3. Keeping you safe, comfortable and on time

- All passengers must use DRT's on-board physical restraint system (seat belts).
- For the comfort of other passengers, please refrain from drinking and/or eating during your journey. Smoking and vaping are prohibited in DRT vehicles.
- During winter weather, be sure walkways are clear of snow and ice, so DRT drivers and customers are safe.
- Make sure your mobility aid fits; maximum dimensions for a mobility aid is 30 inches wide by 48 inches long (76cm by 122cm).

Bookings made easy

Web Pass is a fast and convenient way to book your trip. The Web Pass service is available 24 hours a day, seven days a week, through our website, durhamregiontransit.com.

You can use Web Pass to submit a reservation request, modify a trip, receive confirmation of an existing trip, or cancel a trip booking. Please note that trip requests are processed within 48 hours; be sure to check back within the 48-hour timeframe for your confirmation to learn the pickup window time and vehicle planned.

Contact us at 1-866-247-0055 to request an account login and use Web Pass today, or to learn more about the No show/late cancellation policy.

Remember to cancel your trip

If you need to cancel a trip, contact DRT at least eight hours before your scheduled pick-up to avoid receiving no show or late cancellation points. Cancelling your trip as soon as practical allows us to schedule trips for other customers, as service is based on availability on a first come, first served basis.



Photo: Two DRT passenger vehicles

Integrated service at DRT: a “Family of Services” approach

Transit agencies throughout the Greater Toronto and Hamilton Area (GTHA) have adopted a “Family of Services” approach to delivering accessible public transit. This approach uses fleets of accessible vehicles including regular buses, specialized vehicles, GO Bus, GO Train, Subway, and LRT, to provide customers with door-to-door public transit service. Using all accessible vehicles is just one way agencies ensure sustainability and consistency for customers.

Just as DRT works to integrate service with our GTHA transit agency partners, we also integrate our own service to ensure flexible travel options and increased travel independence for our customers. Eligible customers using this service generally incorporate a portion of their trip using a scheduled service bus, with a specialized service vehicle at

the beginning or end of the trip, as required.

Some customers may be nervous or may not have used a scheduled service bus before, and don’t know what to expect. For some people, the thought of navigating scheduled service routes using a mobility aid could be intimidating; this is where we can help!

DRT offers travel training to people who want to learn how to use public transit and gain confidence to travel independently. Please contact Customer Service at 1-866-247-0055 to learn more. DRT’s commitment to accessibility promotes equity for all our customers.



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PRESTO is here!

As you may already know, PRESTO is now available on all Specialized Services buses. If you don't already have one, be sure to visit one of DRT's points of sale to obtain your PRESTO card. By using your PRESTO card for fare payment, you'll enjoy:

flexibility – pay per month or pay per ride... you decide!

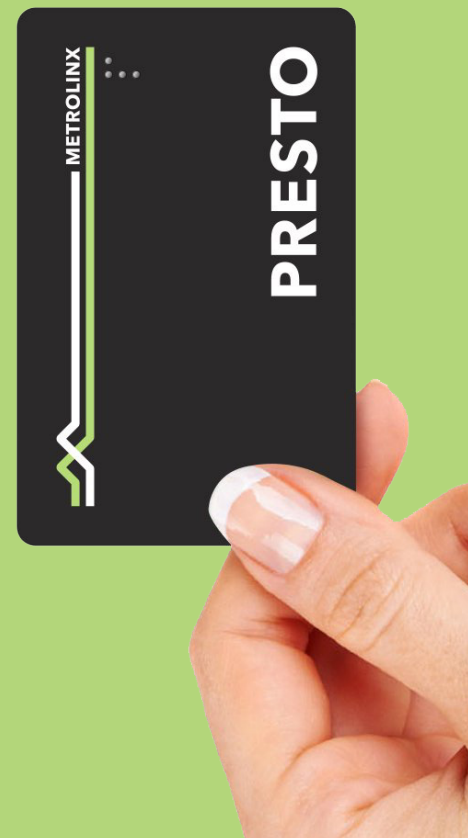
convenience – no more special trips to the ticket counter, you can reload your card online!

easiness – just tap the card reader when you board the bus and again when you disembark!

Please note that contracted vehicles (accessible vans and sedans) are not currently equipped to process PRESTO payment. You will therefore need an alternative payment – exact cash fare or valid tickets – if your trip is provided by a vehicle that does not have PRESTO available.

To make sure you're prepared for your journey, be sure to have cash fare handy. You can also contact the dispatch office on the day of your trip to confirm which vehicle is scheduled to pick you up.

To see a listing of DRT's points of sale locations and find out where you can purchase your PRESTO card, visit our website, durhamregiontransit.com or visit prestocard.ca to learn more.





Managing your rides

Support persons and Personal Care Attendants

Safety and security for customers and employees is always our number one priority. At times, customers and their family members may question the requirement to travel with a support person or Personal Care Attendant (PCA); this requirement is in place to ensure everyone on board our vehicles is safe and comfortable throughout their journey.

Help us help you

As a passenger, customers are responsible for providing the necessary assistance or support they need to safely use public transit, including Specialized Services.

For example, some passengers may need to travel with an attendant because they are unable to independently get help if they disembark at the wrong stop, or need help navigating their way at their destination. Other passengers may be a high risk to unbuckle their seat belt while the bus is in motion.

Attendants and support persons ride for free when a DRT Support Person Card is presented to the Operator. DRT also recognized support person cards from GO Transit, TTC and YRT. For more information or to obtain the application for a Support Person Card, please visit our web site.

DRT will not compromise on our top priority, passenger safety.



Photo: Accessible seating area in a new Nova bus

NEW! Longer office hours for Specialized Services

Effective June 24, 2019, the Specialized Services office hours will be extended, as follows:

Office hours

- Monday to Friday 05:30 to 23:00
- Saturday 06:30 to 23:00
- Sunday 07:30 to 23:00

Customer Service

- 1-866-247-0055
- drtspecialized@durham.ca

Alternatively, you can reach us 24/7 online at durhamregiontransit.com.



Photo: Operator Al Wilson assisting customers

Stay connected

Staying connected with Durham Region Transit is easy. Visit durhamregiontransit.com for up-to-date schedule information, trip planning tools and upcoming events.

Follow us on:



If you require this information in an accessible format, please contact 1-866-247-0055.

Contact us:

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