



TransHelp Update

**Accessibility Advisory
Committee Meeting**

September 17, 2020

COVID-19 response, recovery and
project update

5.1-1

COVID-19 Response

- Mandatory face masks or coverings
- Operators wearing PPE
- Screening for COVID-19 symptoms
- Suspension of subscription trips
- Daily cleaning with hospital grade disinfectant
- Wall-mounted hand sanitizer dispensers on buses
- Compliance with public health recommendations



Wear a mask or face covering on TransHelp

Let's keep each other safe



Region of Peel
working with you

5.1-2



Stay home if you're not feeling well

Protect yourself and others



Region of Peel
working with you

COVID-19 Transportation Service



5.1-3

- Need identified for residents **suspected** or **confirmed** as having **COVID-19**
- Dedicated buses and operators
- Operators wearing full PPE
- Decontamination after each trip
- **200+** residents used service to date

Road to Recovery

- Transit usage is beginning to pick up but still significantly down from normal levels
- TransHelp is on track to provide 50% less trips this year due to COVID-19
- Masks/Face coverings and active screening will remain for the foreseeable future
- Changes to the Eligibility Application process

Update on 2020 Priorities

- On-Line Booking
- ✓ On-board Cameras
- ✓ Enhancing our Same Day Booking process
- ✓ Improved Communication with Passengers
- Providing Travel Training and Orientation to increase independence and travel options
- Update our Cross-Boundary Policy
- Continuing our focus on the quality of service delivery

Thank you

Any questions?

