

What We Do

Accessible Transportation develops and implements a variety of responsive, community supported, person-centred programs and supports that alleviate transportation difficulties for residents of Peel with disabilities.

Accessible Transportation helps you make decisions about the way you travel. We work with a variety of transportation providers and community partners to develop creative ways to deliver effective transportation services to people with disabilities.

Frequently Asked Questions

What if I meet the criteria for more than one program? Which program is best for me?

We know that it can be difficult to determine which program is best for you. Some people may participate in travel training and use it to take public transit with family or friends. Others may require our Passenger Assistant program for regularly occurring trips and when extra support is needed. We'll help you find the program that works best for you.

Accessible Transportation offers a variety of solutions for those with disabilities that are not mobility related. Some of our services such as travel training and taxi scrip are also available to those with mobility related disabilities.

Is there a cost for these programs?

Yes, for Dialysis Transportation, Passenger Assistant and Community Bus Programs, the cost per one-way ride is the same as an adult fare on public transit. TransHelp fares depend on the type of travel – scheduled or unscheduled. For travel training, there is no charge for the assessment or the first five hours of travel training

Contact us for current rates. Fare prices are subject to change.

Who can ride the Community Bus?

Everyone can ride the Community Bus. The bus can be waved down on any part of its route or you can meet the bus at any one of its scheduled stops. If you are a wheelchair user, the driver will ensure that you are properly restrained once boarded. Buses accommodate up to three wheelchairs at a time. Contact us for route information.

How do I register for Accessible Transportation programs?

To register or inquire about any of our programs and services, please call 905-791-1015. Most of our programs require an application form to determine eligibility and to ensure that we provide you the most appropriate option.

For transportation to and from your dialysis appointments, we can also connect you to partner agencies. They will guide you through the registration and answer your questions.

For more information on any of these programs, visit www.peelregion.ca, e-mail accessibletransportation@peelregion.ca or call 905-791-1015.



ACCESSIBLE
TRANSPORTATION

KEEPING YOU
on the Move

Our Program Services



Dialysis Transportation

Passenger Plus Program

To meet the needs of people requiring dialysis, we have a dedicated fleet of vehicles that serve clients attending hospitals three times a week.



Public Transit Access Initiatives

This provides opportunities for people with disabilities to become comfortable and familiar with accessible public transit systems. Accessible Transportation provides and pays for travel training assessments, as well as up to five hours of individualized travel training for those who want to learn to use Brampton or Mississauga Transit. A “how-to” video provides encouragement as well as tips on how to use transit services.



Passenger Assistant Program

This program serves seniors and adults with intellectual or mental health disabilities as well as those who require supervised transportation and assistance while travelling. Each passenger is met at each end of their trip by designated caregivers.



Community Bus Program

Community bus is an effective alternative to paratransit for people with disabilities with fixed route service. Community buses make regularly scheduled stops at multi-unit buildings to take people to places of common interest and necessity (i.e., day programs, grocery stores, community centres). Anyone with proper transit fare can travel.



Taxi Scrip

This provides travel for people with disabilities by providing spontaneous transportation via taxi. Trips can be for urgent appointments, including medical appointments and visits to long-term care facilities. Seniors and people with disabilities are able to purchase subsidized taxi scrip from the Region of Peel; each book containing \$40 worth of taxi fare will cost the user \$25.



TransHelp

TransHelp is a door-to-door travel option for Peel residents who are physically unable to board public transit vehicles due to functional mobility problems. Buses accommodate mobility devices, such as wheelchairs and scooters. TransHelp also has connection points with Toronto and Oakville paratransit services.

