

Passenger Update



TransHelp Logo

Temporary changes to passenger travel

During the COVID-19 pandemic, TransHelp is doing what it can to provide financial relief.

So, until further notice, **all passengers can travel for free**. We'll also provide credit for fares dating back to March 21, 2020.

These new short-term changes are also underway to slow the spread of COVID-19 and help keep passengers and operators safe.

- Avoid any unnecessary travel on TransHelp.
- If you have COVID-19 symptoms or have recently travelled outside of Canada, you cannot travel on TransHelp.
- If you have a fever, cough or difficulty breathing, you won't be able to board the bus.
- If you have a face mask, please wear it while travelling on TransHelp. Masks are available on our buses for passengers who are not feeling well.
- If possible, please board the bus without operator assistance and fasten your own seat belt. This will help keep physical distance between you and your operator.

As the COVID-19 situation evolves, so will our service. We'll keep adjusting as needed through thoughtful service changes with everyone's health and safety top-of-mind.

As things change, we'll let you know. You can also go online to stay up-to-date on the latest [service impacts](#) and information about [COVID-19 in Peel](#).



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Accessible formats and communication supports are available, upon request.

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