

RIDE GUIDE

2024 Edition

Rules

HERE ARE SOME IMPORTANT RULES TO KEEP EVERYONE SAFE AND COMFORTABLE DURING THEIR JOURNEY:

Aisle Clearance: Backpacks, skateboards, packages, and parcels should not block aisles or occupy seats.

Baggage: Riders must be able to manage their carry-on and shopping bags on the trip. The driver is not required to assist you with carrying on items and have discretion to prohibit extensive items. Consider bringing an attendant to help you manage big shopping trips.

Child Seating: For safety, children who can sit on their own must have their own seat.

Dress Code: Please wear a shirt and shoes while using our transit services.

No Smoking: Smoking is not allowed on the bus or in the bus shelter.

On-Demand Stops: On-demand stops are available outside of regular service hours.

Restricted Items: Non-collapsible items like strollers, wagons, bikes, grocery carts, and bundle buggies are not allowed.

Seat Belts: Please buckle up when seat belts are provided.

Service Animals: Service animals are welcome on board, but please leave your pets at home.

Snack Time: You can enjoy food and drinks, but please use spill-proof containers.

Stroller Safety: Strollers must be folded and stored securely while on board.

Thank you for following these guidelines. We want everyone to have a safe and enjoyable ride with Railway City Transit!



Parallel Transit

WHAT IS PARALLEL TRANSIT?

Parallel Transit is a personalized, accessible door-to-door transportation service for those who, due to limitations, can't use regular bus routes. Bookings are on a first-come, first-served basis.

ELIGIBILITY FOR PARALLEL TRANSIT:

Residents of St. Thomas who can't use regular public transportation due to limitations may use Parallel Transit. Riders fall into categories: Permanent (indefinite use), Temporary (medically prescribed temporary usage), and Visitors (registered with another Ontario Parallel system).

For an application form, contact 519-631-1680 ext. 4161 or visit www.stthomas.ca/paralleltransit.

FAQ FOR NEW PARALLEL TRANSIT RIDERS:

How to book a ride:

Bookings can be made by App or by calling 519-631-0001 up to 14 days in advance.

Recurring Parallel Trips:

Set up a standing arrangement for regular trips using the app or when calling. Riders must renew recurring trips after 14 days.

Accompanying Riders:

Yes, attendants ride for free when there is space and they are assisting the parallel user. Frequent Companions/attendants can request an attendant card from the transit depot.

Operating Hours:

Parallel Transit operates during the same hours as regular transit (see other side).

Cost:

Parallel Transit costs the same as regular transit. Check fares on the other side of this pamphlet.

No Show Policy:

First incident no charge, subsequent incidents full fare payable.

For more information, contact 519-631-1680 ext. 4161 or visit www.stthomas.ca/paralleltransit.

Schedules

WEEKDAYS	MONDAY-FRIDAY
Morning Afterhours On Demand	6:15 am-7:15 am
Regular conventional routes	7:15 am-5:45 pm
Parallel Transit and Daytime On Demand Zones	7:15 am-5:45 pm
Night Afterhours On Demand	5:45 pm-9:45 pm

WEEKENDS	SATURDAY	SUNDAY
Regular conventional routes	9:15 am-5:45 pm	9:15 am-5:45 pm
Parallel Transit and Daytime On Demand Zones	9:15 am-5:45 pm	9:15 am-5:45 pm
Afterhours On Demand	5:45 pm-9:45 pm	No Service

Last Pickups are 15 minutes prior to end of service.
For exact times refer to route schedules available online at www.stthomas.ca/localmotion.

HOLIDAYS

There is **NO Transit service on:**

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Labour Day
- Canada Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

DID YOU KNOW? You can easily find transit schedules for the City of St. Thomas on Google Maps? Simply enter your starting point and destination, select the transit option, and Google Maps will provide you with detailed information about the available bus schedules, routes, and estimated travel times. It's a convenient way to plan your journey and stay on schedule



Fares

On demand fares are same as regular fares but are paid using the app

EXACT CASH	ADVANCE TICKETS (SOLD IN BOOKLETS OF 10 TICKETS)		MONTHLY PASS (UNLIMITED MONTHLY USE)	
	ADULT	SENIORS/ STUDENTS/ CHILDREN OVER AGE 5	ADULT	SENIORS/ STUDENTS/ CHILDREN OVER AGE 5
\$2.75	\$2.25 /ticket	\$1.65 /ticket	\$70.00	\$60.00

*Children under 5 ride FREE with a parent or guardian

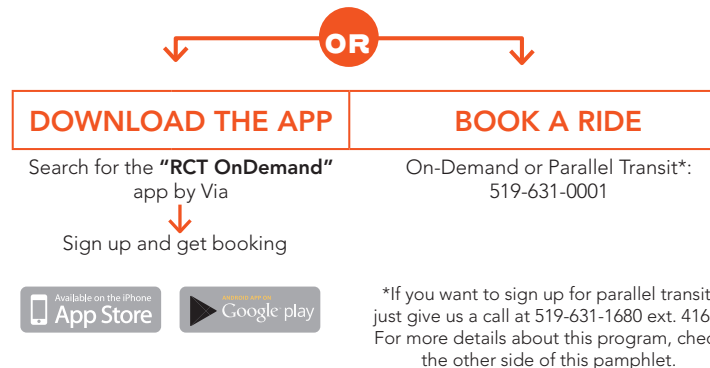
RESELLER LOCATIONS

Exact cash accepted during boarding

VENDOR NAME	LOCATION	SOLD HERE	
		ADVANCE TICKETS	MONTHLY PASS
Railway City Transit Depot	612 Talbot Street	●	●
Fenlon's Your Family Market	114 Confederation Drive	●	
Mags Smoke & More	412 Wellington Street #25	●	
Water Works Variety	7 South Edgeware Road	●	
Wellington Convenience	69 Elgin Street	●	

*City Hall is not a reseller of transit tickets

To request a stop



What Is On Demand Transit?

On Demand Transit is an on request, stop to stop pickup system available at certain times and locations throughout the city. Certain locations which do not have nearby fixed route service will be available throughout the day with evening and night service available city wide.

This service availability is on a first come first served basis. Trips can be booked by app, website or telephone.

For more information please visit www.stthomas.ca/localmotion.

HOW DO I BOOK A RIDE?

GET THE APP and book 24 hours a day via RCT OnDemand!

Payment, pre-booking, text message alerts and many more features are all available with the new app.

BY TELEPHONE, call Railway City Transit Local Motion at 519-631-0001 to check ride availability.

- Mon-Fri: 7:15 am-9:45 pm / Sat: 9:15 am-9:45 pm / Sun: 9:15 am-5:45 pm
- Please have your information, trip details ready and if there are any attendants for your trip.
- To be sure that you get the best availability, passengers are encouraged to book appointments as early as possible.

WHEN BOOKING A RIDE PLEASE NOTE:

- Be ready two (2) minutes ahead of your scheduled time. The driver is not required to wait more than two (2) minutes past your appointment pick-up time.
- Drivers are not permitted to lift persons in wheelchairs.
- On Demand service is from stop to stop and Parallel service is provided from door to door.
- An adult must accompany children under the age of 12 on booked rides.
- NO SHOW POLICY:** First incident no charge, subsequent incidents full fare payable.







TRANSFER / CONNECTIONS

- Transfers to Railway City Transit buses are free.
- Transfers are issued upon request at the time a fare is paid on a conventional bus route. They are only used to complete a one-way trip.
- The transfer is not valid on previously traveled routes.
- Expired transfers are not accepted.
- Railway City Transit is not responsible for lost, stolen or mutilated transfers.

LOCAL MOTION

RAILWAY CITY TRANSIT



-  All Transit Routes
-  Northside Route 1
-  Hospital Route 2
-  Talbot East & West Route 3
-  Parkside Route 4
-  Fanshawe Route 5
-  On Demand Zone

