**Conventional Transit Services Information**

- Have exact fare ready.
- Shirt and Shoes are required.
- No smoking on the bus or in the bus shelters.
- Children must be removed from strollers and stroller must be collapsed to fit between seats.
- Non collapsible strollers are prohibited.
- For safety reasons, children capable of sitting on their own must sit on a seat and not on an adults lap.
- Food and drink are permitted only in a spill proof container (such as a sport bottle).
- Wagons/tricycles/bicycles are prohibited.
- Service animals are welcome. Pets are not allowed on St. Thomas Transit Services.
- Backpacks/skate boards/packages/packets/etc. must not block the aisles or occupy a seat.
- Radios/walkmans/CD players are only allowed with headphones as long as the sound is not audible to others.
- Cellular phones are permitted as long as they do not interfere with the operation of the bus.

**SO YOU WANT TO TRANSFER**

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

**HOURS OF SERVICE**

**WEEKDAY SCHEDULE**
Monday to Friday all routes begin at the Central Transfer Point Buses run every 30 min. 7:15 am to 6:45 pm

**SATURDAY SCHEDULE**
Saturday all routes begin at the Central Transfer Point. Buses run every 30 min. 9:15 am to 6:45 pm

There is no Transit service on Sundays or The following Statutory Holidays: New Years Day, Good Friday, Victoria Day, Canada Day, Thanksgiving, Christmas Day & Boxing Day.

**Parallel Transit Services Information**

- Have exact fare ready.
- Be ready five (5) minutes ahead of your scheduled time. The driver is not required to wait more than five (5) minutes past your appointment pick-up time.
- Try to be as flexible as possible in arrangements for a ride, and allow up to thirty (30) minutes from your scheduled pick-up time, especially in bad weather.

**Parallel Transit Services Information continued**

- All Parallel Transit passengers must wear seatbelts.
- Drivers are not permitted to lift persons in wheelchairs. This policy was established to protect both the passenger and the driver.
- No smoking is permitted on St. Thomas Transit or Parallel Transit.
- Service is provided only from accessible door to accessible door.
- An adult must accompany children riding Parallel Transit under the age of 14.

**WHAT IS PARALLEL TRANSIT?**
Parallel Transit is a personalized accessible door-to-door accessible door transportation service operating in the City of St. Thomas. Parallel Transit may be used for any purpose: employment, medical, personal business, or leisure activities. Priorities in booking are given in the above order.

**WHO CAN USE THE SERVICE?**
Residents of St. Thomas, who, because of physical limitations, is unable to board the regular public transportation system, may use Parallel Transit. Riders generally fall into two categories:

**Permanent:** Those persons who are permanently disabled and require the service for an indefinite period of time.

**Temporary:** Those persons who are temporarily disabled because of injury or illness. These people are subject to review if the service is still required after the expiration date.

**Visitors:** Visitors to the City of St. Thomas, who are registered on another similar system, are not required to file a registration application with Parallel Transit. They must contact the dispatcher and provide their registration number from the system for which they are registered. A visitor’s registration number will be assigned.

Some scooters and electric wheelchairs (Depending on their size, weight and type) are permitted aboard Parallel transit vehicles. Riders are asked to get their devices verified by the transit operator for accommodation. If they can be accommodated, approved riders will be required to transfer themselves to a fixed seat on the Parallel Bus. Drivers are not permitted to lift persons in wheelchairs for safety reasons.

**HOW DO I REGISTER?**
A person who qualifies may either pick up an application form from the Environmental Services Department at City Hall, or by mail by calling 631-1680 ext., 4161 and request that an application form be sent out. The application form is also available on the City of St. Thomas website. You can either have the application form completed and signed by one of the listed Health Care Professionals on the application form, OR if you currently hold a valid Ontario Accessible Parking Permit, this information can be provided on the application form and brought to the Environmental Services Department for verification purposes. The application must be either signed by the applicant, or signed on behalf of the applicant if he/she is incapable of signing. Once your application form has been completed please bring it to the Environmental Services Department, City Hall, 545 Talbot St., PO Box 520, St. Thomas ON N5P 3V7, between the hours of 8:30 a.m. and 4:30 p.m.

**HOW DO I BOOK A RIDE?**
Between the hours of 6:45 am & 6:45 pm Mon-Fri and 8:45 am & 6:45 pm Sat. call St. Thomas Parallel Transit at 519-631-0001 when you need a ride.

**PLEASE HAVE READY:**
- Your name,
- The date of your required pickup,
- The time of your required pickup,
- Your registration number,
- Your destination address,
- The purpose of your trip,
- Advice if you will be accompanied by an attendant. If you need a ride home again, book at the same time.

To be sure that you get a ride when you need one, passengers are encouraged to book appointments at least twenty-four (24) hours in advance.

**CAN SOMEONE ACCOMPANY ME?**
Yes, you may have an attendant on the bus. Attendants/Support persons ride free.

**WHAT IF I HAVE TO CANCEL?**
Cancellations should be made at least twenty-four (24) hours in advance. Insufficient notice of cancellations without a good reason will result in the passenger being responsible for payment of the “full fare.”

**CAN I GET A RIDE ON A REGULAR BASIS?**
A standing arrangement for service is available for persons who are traveling at a regular time to and/or from a destination such as work or post-secondary school.

**SERVICE NO LONGER REQUIRED?**
To maintain an up to date listing of eligible Parallel Transit users, should you or someone you know, no longer require the service, please contact the Environmental Services Department at 631-1680 ext. 4161.

**HOURS OF SERVICE**

**WEEKDAY SCHEDULE**
Monday to Friday 7:15 am to 6:45 pm with last pick up at 6:30 pm

**SATURDAY SCHEDULE**
10:15 am to 6:45 pm with last pick up at 5:30 pm

There is no Transit service on Sundays or The following Statutory Holidays: New Years Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day & Boxing Day.

**Contact Information**
St. Thomas Transit Information: Call 519-631-0001

Book a ride on Parallel Transit: Call 519-631-0001

To register for Parallel Transit OR if you no longer require Parallel Transit Services: Call 519-631-1680 ext. 4161

City of St. Thomas Website: www.stthomas.ca

For full information on St. Thomas Transit Services Transit e-mail: st-t@voyageurtransportation.ca OR transit@stthomas.ca

Please see reverse side for system route map. For more detailed information including stop numbers and timing please see the individual route maps that are also available.