



519-631-0001

**HOURS OF  
BUS SERVICE**

**Monday – Friday**

7:15 a.m. – 6:45 p.m. with  
last pick up at 6:30 p.m.

**Saturday**

9:15 a.m. – 6:45 p.m. with  
last pick up at 6:30 p.m.

**Sundays & Statutory  
Holidays – NO SERVICE**

**HOURS OF  
BOOKING OFFICE**

**Monday – Friday**

6:45 a.m. to 6:45 p.m.

**Saturday**

8:45 a.m. – 6:45 p.m.  
(excluding Holidays)

**Voyageur**  
Transportation Services

**Parallel Transit  
& Accessible  
Conventional  
Transit Guide**



*City of St. Thomas  
Environmental  
Services*  
**545 Talbot St.  
519-631-1680 x4161**

[www.stthomas.ca](http://www.stthomas.ca)



The City of St. Thomas Parallel Transit is a personalized door-to-door transportation service operating in the City of St. Thomas within City limits for use by persons with disabilities who are unable to use St. Thomas Transit conventional fixed route service.

Anyone interested in using Parallel Transit must complete a City of St. Thomas application form. Forms can be obtained from Environmental Services Department, City of St. Thomas website or by calling 519-631-1680 x4161 or TTY (519) 631-3836. Please bring your completed application form to the Environmental Services Department at City Hall between the hours of 8:30 am and 4:30 pm, Monday to Friday.

**FARES:**

- Adults:** \$2.50 cash/\$2.00 Advance Ticket/\$65.00 Monthly Pass
- Students:** \$2.50 cash/\$1.50 Advance Ticket/\$55.00 Monthly Pass
- Children:** \$2.50 cash/\$1.50 Advance Ticket/\$55.00 Monthly Pass
- Seniors:** \$2.50 cash/\$1.50 Advance Ticket/\$55.00 Monthly Pass

**“Going where life takes you”**

## When booking a ride please have the following information ready:

- Your name
- The date of your required pickup
- The time of your required pickup
- Your registration number
- Address at which you wish to be picked up
- Your destination address
- The purpose of your trip
- Advise if you will be accompanied by an attendant
- Book ride 3 days in advance

## User Obligations:

To help make the service as efficient and as effective as possible:

- Be ready five minutes ahead of your scheduled time. The driver is not required to wait more than five minutes past your appointment pick-up time.
- If you must cancel, do it as far in advance as possible – 12 hours min.
- Try to be as flexible as possible when making arrangements for a ride and allow up to thirty minutes wait from your schedule pick-up time, especially in bad weather.

- All passengers must wear seatbelts
- Drivers are not permitted to lift persons in wheelchairs. (This policy was established to protect both the client and the drivers).
- Smoking is NOT permitted on the bus.
- Service is provided only from accessible door to accessible door.
- Policy reads if there are 3 or more cancellations/no shows in a month, you will receive a warning letter.
- 2 months or more in a year with 3 or more cancellations/no shows could result in a temporary suspension of riding privileges.
- Any more than two suspensions in a year could result in termination of rider privileges.

## Service Cancellation:

**To maintain an up to date list of eligible Parallel Transit users, should you or someone you know no longer require the service, please contact the Environmental Services Department at 519-631-1680 x4161.**

The City of St. Thomas also operates a **100% accessible** Conventional Transit service. The Conventional Transit service runs five City wide routes with a transfer station located on the west side of the Wal-Mart property.

The City's Conventional Transit buses are designed and equipped to accommodate all riders' accessible needs.

## Parallel Transit Booking:

In order to book a ride, registered users must call the Parallel Transit booking office at **519-631-0001** Or **TTY (519) 631-3836**.

## There are two booking options:

- Demand Bookings (single rides) and
- Standing Order Bookings (long term multiple rides).

## Demand bookings are:

- Regular single occasion rides.
- They can be booked no earlier than three operating days in advance of the trip and no later than 1 hour prior to the actual trip time.
- They are booked by priority and first come, first served basis. The priorities are:
  1. Single to and/or from destinations for **Employment**.
  2. Single to and/or from destinations for **School**.
  3. Single to and/or from destinations for **Medical**.
  4. Single to and/or from destinations for **Personal/Leisure**.

## Standing Order bookings are:

- Multiple ride travel on a pre-scheduled basis.
- Up to one round trip per day for a two week period may be booked.
- Standing order travel can be booked no earlier than ten operating days and no later than three operating days in advance of the first trip.
- They are booked on a priority and first come, first serve basis in the following priority order:

1. Multiple to and/or from destinations for **Employment**.
2. Multiple to and/or from destinations for **School**.
3. Multiple to and/or from destinations for **Medical**.
4. Multiple to and/or from destinations for **Personal/Leisure** trips during the non-peak hours of 10:00 am and 1:30 pm.
5. Multiple to and/or from destinations for **Personal/Leisure** trips during peak hours are taken on a tentative basis as they may be cancelled by employment, school and medical trip requests.