

To request a stop

OR

DOWNLOAD THE APP

Search for the "RCT OnDemand" app by Via

Sign up and get booking

Available on the iPhone

App Store

ANDROID APP ON

Google play

BOOK A RIDE

On-Demand or Parallel Transit*: 519-631-0001

*TO REGISTER FOR PARALLEL TRANSIT: 519-631-1680 X4161

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

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				

FARES RESELLER LOCATIONS

Exact cash accepted during boarding

VENDOR NAME	LOCATION	SOLD HERE	
		ADVANCE TICKETS	MONTHLY PASS
Railway City Transit Depot	614 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	●	

General Information

- Shirt and shoes are required.
- No smoking on the bus or in the bus shelters.
- Strollers must be collapsed and securely stored.
- For safety reasons, children capable of sitting on their own must sit on their own seat.
- Food and drink are permitted in a spill proof containers only.
- Non-collapsible strollers/wagons/bikes/grocery carts/bundle buggies/etc. are prohibited.
- Service animals are welcome. Pets are not allowed on Railway City Transit.
- Backpacks/skateboards/packages/parcels/etc. must not block the aisles or occupy a seat.
- On Demand stops outside of zones are serviced only during afterhours

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.

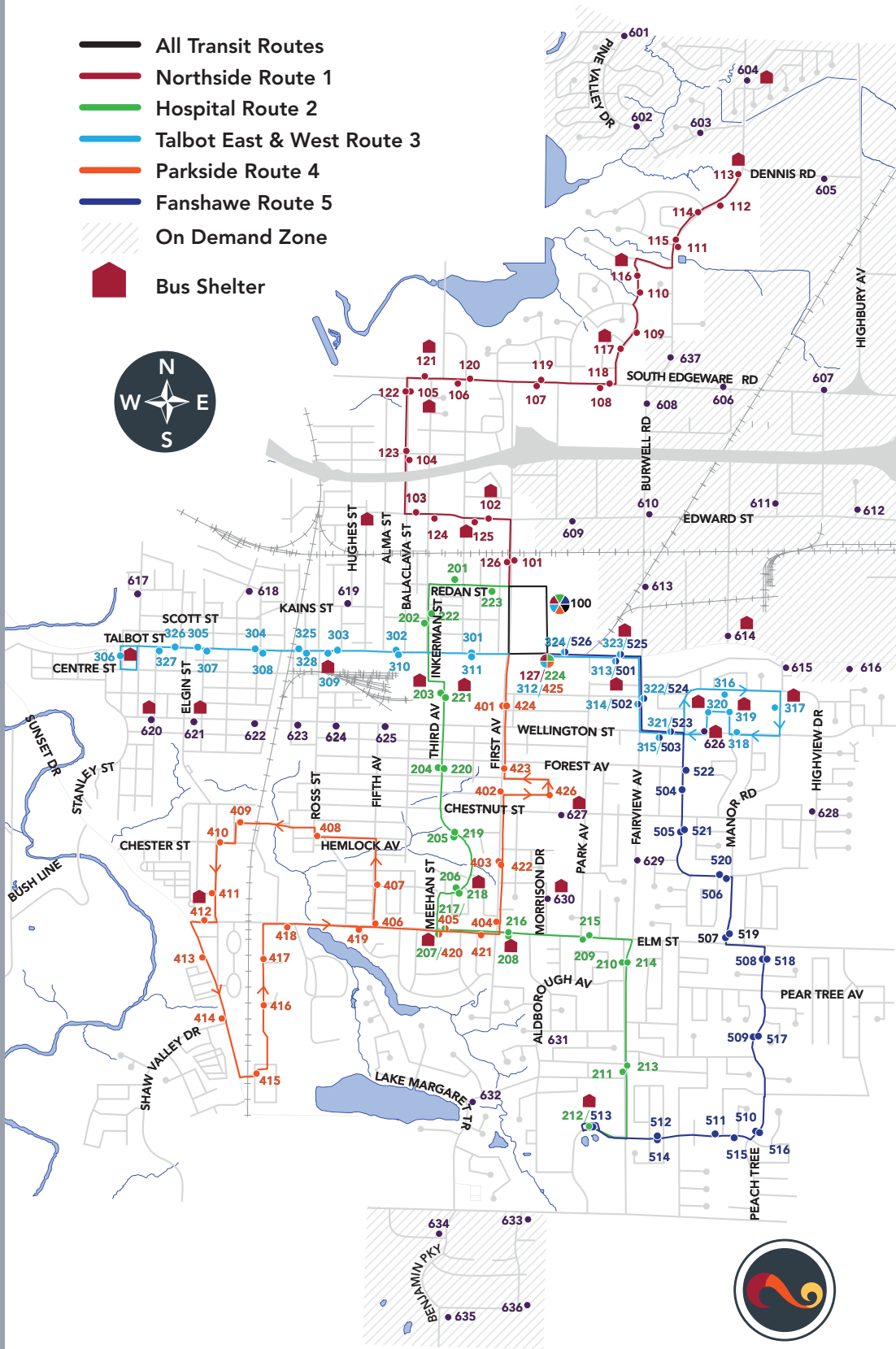
WHEN BOOKING A RIDE PLEASE NOTE:

- 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.

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



Parallel Transit

What Is Parallel Transit?

Parallel Transit is a personalized accessible door-to-accessible door transportation service for members, who because of limitations, are unable to board the fixed route service. Parallel Transit bookings are on a first come first serve basis. Further information on application and eligibility can be found online at www.stthomas.ca/localmotion.

Who Can Use Parallel Transit Service?

Residents of St. Thomas, who because of limitations, are unable to board the regular public transportation system, may use Parallel Transit. Riders generally fall into these categories: Permanent (indefinite usage), Temporary (medical prescribed temporary usage) and Visitors (visiting St. Thomas yet are registered with another Ontario Parallel system).

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.

Can Someone Accompany A Parallel Trip?

Yes, you may have an attendant ride with you on the bus. Attendants/Support persons ride free.

Parallel Trip Cancellations & No Show Policy

Cancellations should be made as soon as possible to free up bus availability (ideally twenty-four [24] hours in advance). Repeated short notice cancellations will result in suspension. NO SHOW POLICY: First incident no charge, subsequent incidents full fare payable.

What About Recurring Parallel Trips?

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.

This option is available in the app or when calling to book a trip. Recurring trips expire after 14 days and will need to be renewed once elapsed.