

GET ON BOARD



to..

Wherever life takes you...



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London Transit Commission, 450 Highbury Avenue North
London, Ontario N5W 5L2

Customer Service: 519-451-1347
Specialized Transit Booking Line: 519-453-3444

www.londontransit.ca

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Welcome Aboard London Transit



Welcome to London Transit. This guide is designed to help you use London's bus system.

The following pages will provide you with information about our services.

If you need additional information please call our Customer Service at 519-451-1347.

Are you new to Canada?

If you need help in a language other than English please contact the Cross Cultural Learner Centre, 505 Dundas St. London, ON N6B 1W4
Telephone 519-432-1133.

Etes-vous récemment arrivés en Canada?

Pouvons-nous vous rendre service?

Composez le 519-432-1133

Siete arrivati in Canada di recente?

Possiamo esservi di aiuto?

Chiamate il 519-432-1133

Wewe ni mgeni Canada?

Tuna weza kuku saidia?

Telephone 519-432-1133

Czy jesteś nowoprzybyłym w KANADZIE?

Czy potrzebujesz pomocy?

Dzwoń pod numer: 519-432-1133

Sind Sie neulich in Kanada angekommen?

Können wir Ihnen helfen?

Bitte rufen Sie uns an 519-432-1133

Voce e um recém chegado ao Canada?

Sera que nos podemos ajudar?

Por favor, ligue ao 519-432-1133

Acabas de flegar al Canada?

Te podemos ayudar?

Llarnanos al: 519-432-1133

A jeni i posaardhur në Kanada?

A mund t'ju ndihmojmë?

Thirrni 519-432-1133

Jeste li novi u Kanadi?

Mozemo li pomoci?

Nazovite 519-432-1133

캐나다에 처음 오셨습니까?

무엇을 도와드릴까요.

519-432-1133 으로 전화하십시오

**Quý Vị Là Người Mới Đến Canada?
Chúng Tôi Có Thể Giúp Quý Vị?
Xin Gọi Số: (519) 432-1133**

क्या आप कनाडा में नये नये आये हैं?
क्या हम आपकी सहायता कर सकते हैं?
फोन कीजिए - 519-432-1133

最近カナダに移住して来られたのですか?
何か御質問があれば私達が御協力致します。
どうぞ 519-432-1133 へお電話して下さい。

你是否新到加拿大?
我们可以帮助你吗?
请电 519-432-1133。

هل أنت قادم جديد إلى كندا وتحتاج المساعدة?
هل نستطيع أن نساعدك?
الرجاء الاتصال برقم ٤٣٢-١١٣٣ أو ٨٥٠-٠٠٥٠

What is Transit?

Transit is the bus system that runs on fixed routes with set times.

What is Accessible Transit?

Accessible transit refers to the service on which all buses are 'low-floor'. There are no steps to climb to get on board. The low-floor bus creates greater opportunity for access to the bus system for most people. Drivers are trained to recognize the need for, offer and provide assistance, when necessary, within the boarding, deboarding and attachment areas of the bus.

As older buses are replaced all buses in London Transit's fleet will be low-floor.

Accessible transit can be an alternative, more flexible option for some Specialized Transit customers. It is not a replacement for Specialized Transit and space cannot be reserved.



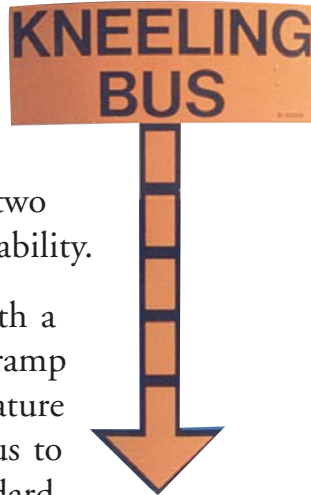


How are low-floor buses different?

The low-floor bus has no steps at the front doors. This makes entering and exiting the bus faster and easier, a welcome improvement for all passengers particularly those with mobility challenges.

In addition to providing easier access for those who have difficulty climbing steps, each low-floor bus is designed to carry two wheelchairs or scooters upon availability.

Each low-floor bus is equipped with a kneeling feature and a flip-down ramp at the front door. The kneeling feature lowers the front entrance of the bus to within 4 inches (10 cm) of a standard curb. The ramp takes approximately 30 seconds to lower and raise. Both the ramp and kneeling feature are controlled by the bus operator, and used when needed.



Planning your trip Customer Service/Telephone

If you would like help with your trip planning our Customer Service Representatives will be happy to help you at 519-451-1347.



Internet/Web site

Please visit us at www.londontransit.ca. Our website provides information on bus routes, schedules, special services, fares and general information about London Transit Commission. There is also an interactive map that helps you to plan your trip.



Ride Guide

The Ride Guide is a printed map of the City of London showing all the bus routes.

Routes are shown in different colors with enlarged map areas for Fanshawe College, UWO, downtown and the main shopping malls. Also included are explanations of various aspects of the services provided. Ride Guides are available at LTC offices.

Bus schedules

Each route has a printed schedule. The complete times for each route are displayed. The front cover shows the route name and number together with a map of the route.

Schedules are available at LTC offices and on-board buses. Bus schedules are free of charge. Schedules can also be viewed or downloaded from the LTC website.

DENOTES ACCESSIBLE ROUTE

1 KIPPS LANE/ THOMPSON RD.

EFFECTIVE SEPTEMBER 5, 2004

LEGEND

----- 1A ROUTE

○ TRANSFER POINT WITH STREET NAME AND CONNECTING ROUTE NUMBER

Note: Bus changes from A to B and from B to A at Commissioners and Deveron

451-1347

www.londontransit.ca

1 THOMPSON RD. Saturday 1 KIPPS LANE													
SOUTHBOUND							NORTHBOUND						
Kipps LVS	Adelaide LVS	Melsandra Briarhill LVS	Richmond Huron	Dundas Wellington	Victoria Hospital	Adelaide Thompson	Commissioners Deveron LVS	Adelaide Thompson	Victoria Hospital	Dundas Wellington	Richmond Huron	Kipps Adelaide ARR	
-	-	-	-	-	-	-	B X6:02	6:10	6:19	6:32	6:42	6:48	
B 6:01	6:05	6:14	6:32	6:37	6:46	A 6:52	6:59	7:07	7:12	7:22	7:28		
A 6:28	6:32	6:41	6:52	6:57	7:07	B 7:17	7:25	7:34	7:40	7:50	7:56		
B 6:58	7:02	7:11	7:22	7:27	7:37	A 7:47	7:55	8:04	8:10	8:20	8:26		
A 7:28	7:32	7:41	7:52	7:57	8:07	B 8:17	8:25	8:34	8:40	8:50	8:56		
B 7:58	8:02	8:11	8:22	8:27	8:37	A 8:47	8:55	9:04	9:10	9:20	9:26		
A 8:28	8:32	8:41	8:52	8:57	9:07	B 9:17	9:25	9:34	9:40	9:50	9:56		
-	-	-	-	-	-	-	A >9:32	9:40	9:49	9:55	10:05	10:11	
B 8:58	9:02	9:11	9:22	9:27	9:37	B 9:52	10:00	10:09	10:15	10:26	10:32		
A 9:28	9:32	9:40	9:52	9:55	10:04	A 10:12	10:20	10:29	10:35	10:46	10:52		
-	-	-	-	-	-	-	B X10:30	10:39	10:49	10:55	11:06	11:12	

Reading schedules

Each route schedule is divided into Monday to Friday, Saturday and Sunday sections as appropriate.

Time points along the route are noted across the top of each section. Unless a specific location has a name e.g. Victoria Hospital, all time points are noted as street intersections. Direction of travel is always read from left to right. Most routes travel in both directions (north/south, east/west) on a street so make sure you know which direction you need to go so that you wait for the bus on the correct side of the street.

Symbols

Sometimes symbols are shown alongside some times to indicate special situations. A legend is included on all schedules explaining the meaning of each symbol.

LEGEND

- @ Last bus for transfer at Dundas and Richmond
- N Last bus Northbound
- S Last bus Southbound
- + To garage via Pond Mills, Thompson, Egerton, Brydges.
- & To garage via Waterloo, York, Egerton, Brydges
- % To garage via Commissioners, King Edward, Thompson, Egerton, Brydges.
- # To garage via Briarhill, Huron, Adelaide, Cheapside, Highbury.
- X Bus goes into service 6 minutes earlier at Pond Mills/Thompson Rd.
- > Bus goes into service 6 minutes earlier at King Edward/Thompson Rd.

Taking your trip

Bus stops

All bus stops are marked with yellow signs and many stops have shelters. Some stops are equipped with Infoposts. Infoposts display schedules for routes that service that stop. It is recommended that you be at the stop 3-5 minutes before the bus is due to arrive.



Recognizing buses

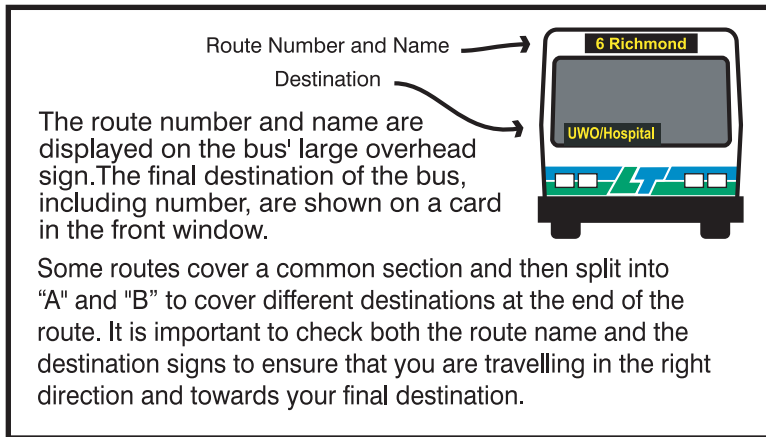
Most London Transit buses are white, blue and green but some are still the older colours of orange, brown and white.

All accessible buses are white, blue and green and display the universal accessibility symbol on the front and curb side of the bus.



Bus signs

All buses display a route name and number above the front windshield and at the top of the side window next to the front doors. Check these signs to ensure you will be getting on the correct bus or ask the bus operator for help when the bus stops.



Getting on your bus

- If you use a walker you may request the use of the kneeling feature.
- Please use the hand-rails when getting on or off the bus.
- For wheelchair and scooter users please see information on *pages 18-19*.

Communicating with your driver



When you get on the bus, you are not sure of any aspect of your trip ask your driver for help immediately, do not wait until it's too late. Be sure to tell your driver exactly where you wish to go.

Paying your fare

Cash

Coins should be dropped into the fare box chute on the left. Paper money is placed on the right and pushed into the slot.



Tickets

Tickets should be placed on the chute on the right and pushed into the slot. Please read the instructions on your ticket how to insert it properly.

Passes

Show your pass to the driver in an open and unrestricted manner. Both the photo I.D. and the pass must be shown clearly so the driver can read them.

Transfers

Transfers are issued, upon request, to ticket and cash paying passengers only at the time you get on board. A transfer entitles the passenger to 90 minutes travel on London Transit bus, from the time you get on board, in any direction including return trips. If you need to transfer to another bus, keep your transfer and show it to the driver of the second bus.

Cut end of Transfer indicates expiration time



Courtesy Stops

Customers are encouraged to use our stops whenever possible. Special circumstances may be accommodated with a passenger requesting a stop anywhere along the route, *where the operator considers it safe to do so.*

Getting off your bus

- Immediately after you leave the stop prior to your intended destination ring the bell by pulling the yellow cord alongside the window.
- Please use the hand-rails when getting on or off the bus.
- For wheelchair and scooter users please see information on *pages 18-19.*

Using the back door

Opening the back door to get off the bus is controlled by the passenger. The driver will activate the door once the bus comes to a stop. A light above the door will come on. On some buses the passenger steps onto the first step and the door will open. On the low-floor buses the passenger grasps a bar on the door to open it.



Return journey

When planning your trip ensure you plan the return trip as well. In most cases your return bus stop will be on the opposite side of the road.

If you are travelling late at night and have to transfer ensure you catch your first bus in time to make the connection. Schedules are marked indicating the last buses for transfers.

WHEELCHAIR & SCOOTER PASSENGERS

Getting on a low-floor accessible bus

- Position yourself 5 feet (1.5m) away from the bus. This will allow adequate clearance for the door to open and the ramp to be lowered.
- Your driver may advise all walking passengers to board before wheelchair and scooter passengers.
- Proceed to the area directly behind one of the front wheelwells.
- Turn your wheelchair or scooter so that you are facing forward in the securement/attachment area. Back into the position.

Securement/Attachment

Your driver will assist in the proper securement of your wheelchair or scooter. The securement requirements on low-floor accessible buses are different to Paratransit vans.

Seat belts

Ontario law requires that seat belts must be worn, where provided, for a passenger seating position including those seated in a wheelchair or scooter.

Getting off a low-floor accessible bus

- Immediately after you leave the stop prior to your intended destination, ring the stop request button on the edge of the flip-up seat in the front of the securement area or pull the yellow cord alongside the window.
- If you are unable to ring the bell, communicate with your driver at the time of boarding exactly where you wish to get off.



- Your driver will release all securement devices.
- Once the ramp has been deployed your driver will indicate when it is appropriate for you to exit.

Passengers should be aware of the following accessible service characteristics:

- If a bus is fully loaded, and/or is already carrying two passengers who use wheelchairs or scooters, you will not be boarded. Your driver will advise you when the next bus is scheduled to arrive.
- With only two wheelchair or scooter spots available on accessible buses, you should avoid using the last bus. The last bus is the last scheduled bus on that route, and if already carrying two wheelchairs or scooters, you will not be boarded. If this occurs, the driver will advise Dispatch by radio and let you know what alternative arrangements will be made.
- Passengers must be able to get themselves to and from the bus stop.
- Crowded buses can occur in 'rush hours', from 7:00-9:00 a.m. and 2:30-5:30 p.m. Monday to Friday.
- During rush hours extra buses may run between and in addition to regularly scheduled buses and may not be accessible low-floor buses.
- Occasionally mechanical problems may require temporarily replacing a bus with a non low-floor bus. This may mean a minor disruption of accessible service.

Specialized Transit Services

London Transit's specialized transit service encompasses service delivery options designed to meet the range of needs of the citizens of London who have a disability which prevents them, on a regular basis, from using London's regular, fixed route transit service. Trips are not guaranteed and the service is operated in accordance with policy and procedures as reviewed and amended from time to time.

The current/planned delivery options are described in more detail below:

Community Bus

The community bus is an accessible fixed-route service that connects community origins and destinations, such as seniors homes, community centres, medical centres and shopping malls. The service is typically provided with a smaller accessible bus, where passengers can request the driver to deviate from the standard route in order to take them to a desired destination.



Trip Planning

Trip planning provides participants with the necessary knowledge for making use of the accessible fixed-route services. Included in the information session is planning an accessible fixed route trip, reading related schedules, recognizing bus numbers and stops, boarding and de-boarding accessible conventional buses, and safety.

Workshop and Medical Shuttles

Shuttles provide dedicated van trips for passengers that require a higher level of service, which circulate to pick up passengers from locations such as sheltered workshops or dialysis and drop them off at their destination.

Travel Training

Travel training provides a higher level of assistance offered to people, who need more rigorous support to learn to use regular fixed-route transit to complete their daily travel.

Paratransit

Paratransit a shared ride, door to door service for passengers that require a lift-equipped vehicle for travel.



Non Peak Pass

Specialized Transit Registrants are entitled to a Non Peak Pass for use on conventional transit. A Non Peak Pass allows rides during non-peak service hours 9 a.m.-2 p.m. and 6 p.m.-12:00 a.m., Monday to Friday and all day weekends and statutory holidays. Regular fares apply at all other times.

The Non Peak Pass provides for increased mobility, freedom, choice and value of riding London Transit, as well as an opportunity to travel on conventional transit without booking a trip.

You may ride the bus at any time but you will have to pay the regular fare outside non-peak hours, as specified above.

Showing your Non Peak Pass

To ride in non-peak hours you must show your *Non Peak Pass* along with your Specialized Transit I.D. card. Both of these must be shown to the driver in an open and unrestricted manner at the time of boarding. For your convenience a plastic wallet is supplied to hold both parts of your pass.

Attendant Pass

A special Attendant Pass is available to those Specialized Transit Registrants who are deemed to require an attendant while travelling on London's bus system. The pass allows the attendant to accompany the Registrant without additional charge.

Fares

London Transit offers several fare options: cash, tickets or passes. Passes allow unlimited use of services during the period for which they are valid. Passes are non-transferable and require Photo Identification issued by London Transit at a cost of \$3.00. The passes are valid only within the City of London. Monthly passes are sold between the 15th of the previous month to the 10th of the current month.

Fare media may be purchased at the following locations:

- **Downtown Ticket Office, 150 Dundas St. at Richmond, LTC Main Office, 450 Highbury Ave. North at Brydges.**
First time pass purchases and renewals, tickets and photo I.D.
- **Scotiabank Offices**
Citipass and Monthly Weekday renewals only.
- **University of Western Ontario, Infosource**
Citipass, Monthly Weekday, Post-Secondary Monthly renewals only, and tickets.
- **Fanshawe College Bookstore**
Citipass, Monthly Weekday, Post-Secondary Monthly renewals only, and tickets.
- **City Hall, 300 Dufferin St. at Wellington**
Tickets only.

Tickets are sold at over 200 locations, including the Downtown Ticket Office (150 Dundas St.) and the Main LTC Office (450 Highbury Ave.). Tickets are available at information desks at all major malls and many variety stores. For the location nearest you please contact London Transit Information at 519-451-1347.

Seniors Fares

Special rates are available on tickets and passes. To be eligible to purchase Seniors tickets or a pass you must be a resident of London, be receiving benefits under Old Age Security and have a photo I.D. card issued by London Transit. Photos are available at either LTC office location for a one time fee of \$3.00.

Seniors Passes are only available at LTC offices. You must provide evidence of residence in London and proof of age at the time of purchase. The Seniors I.D. card must be shown at time of purchase of tickets at **ALL** sales outlets.

Child Fares

Children 4 years and under travel free when accompanied by an adult. Special child tickets are available for children 5 years to grade 6.

Student Fares

Student tickets are available for grade 7 to 12 only. Special conditions apply to the use of and eligibility for student tickets. Please call London Transit for details.

Current Prices

For current fare prices please check the website www.londontransit.ca or call 519-451-1347.

Lost Items

London Transit is not responsible for any items lost on its vehicles or property. To inquire about lost items please call 519-451-1347.

Transecure

The program was developed to create awareness of the various safety features in place at London Transit. The program has been operating since February 1993 and has helped many people.

Safety Features of Transecure

- Rider requested Courtesy Stops along LTC routes where safety permits.
- Radio links to the police, through LTC Dispatch.
- The offer of our buses as a safe haven for anyone requiring assistance.
- Our drivers assist the Police and any other emergency services by reporting any suspicious or unusual activities.

By keeping our eyes open and reporting anything suspicious or by responding quickly to emergency situations LONDON TRANSIT contributes to the high quality, safety and security of the community in London.

Contacting Us

London Transit Commission
450 Highbury Avenue North
London, Ontario
N5W 5L2
www.londontransit.ca

Administration Office Hours

Monday to Friday

8:30 a.m. to 4:30 p.m.

Customer Service Hours

Monday to Friday

8:00 a.m. to 10:00 p.m.

Saturday, Sunday & Holidays

8:30 a.m. to noon, 1:00 p.m. to 4:30 p.m.

Customer Service	519-451-1347
Specialized Transit Booking Line	519-453-3444
General Office/All Departments	519-451-1340

150 Dundas at Richmond Information/Ticket Office:

Monday to Friday

7:30 a.m. to 7:00 p.m.

Saturday

8:30 a.m. to 6:00 p.m.

Closed Sundays & Holidays



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