



BOOKING AGENT

As always you will still be able to contact a London Transit Booking Agent to schedule, change or cancel your trip on Specialized Transit. To reach a booking agent please continue to call

519-453-3444

Note: If you are calling for technical assistance with respect to the new system features, please be sure to call between 10am – 2pm weekdays.

FURTHER QUESTIONS?

Call Us:
Booking Agent: 519-453-3444

Visit our website for frequently asked questions:
Website: londontransit.ca

SPECIALIZED TRANSIT

**How to Review or
Cancel your Trip**



DRIVING CHANGE...



In an effort to make your Specialized Transit more accessible LTC has developed new and easy ways for you to review and cancel your trips!

Here's how:

ON YOUR MOBILE DEVICES



Using the new **Amble App** you can easily review and/or cancel your scheduled trip.



Download the **Amble App** from Apple's App Store or Google Play. Once downloaded follow the instructions to complete the login process. **Note:** in order to register you will need an email address, password and your specialized transit registration number.

ON YOUR COMPUTER



Using the **internet** from your computer or mobile device use the "View/Cancel Trips" at: londontransit.ca/stsso

to be taken to the login page where you can review and/or cancel your scheduled trip.



Note: in order to register you will need an email address, password and your specialized transit registration number.

ON YOUR TELEPHONE



Using LTC's **Automated Phone System** you can easily call in and review and/or cancel your scheduled trip. The automated phone line can be reached by calling

226-777-6709

Note: Have your specialized transit registration number ready.

PLEASE NOTE

After a trip is booked the pick-up time may be adjusted many times as shared rides are found for as many passengers as possible. The system will continue adjusting trip times right up until the day of your trip. When using these new systems please be sure to verify the pick-up time **on the same day** as your trip so you get accurate information.

For the purposes of No-Shows, etc., the pickup time given at time of booking will remain the time used, as it always has been.

TRIP NOTIFICATIONS

Now you can receive an automatic trip reminder 45 minutes before all outgoing trips from your home!

This is a new opt-in feature that you can sign up for by contacting a booking agent.

To reach a booking agent please call 519-453-3444.

londontransit.ca