

SPECIALIZED TRANSIT TALK

In This Issue:

Holiday Bookings

Begining November 6, 2019

Primary Service Contract

Growing our Service

Fare Payments

Fare Increase

Boarding with Personal
Items

Amble App

Subscription Bookings

Keeping your Ride Safe

Stay up-to-date all the
time on our website and
follow us on Twitter

2019 FALL EDITION



@LTCLdnOnt
londontransit.ca

Holiday Bookings

With the holidays quickly approaching Specialized Transit will begin accepting trip requests November 6, 2019 for:

Christmas Eve - **December 24**
Christmas Day - **December 25**
Boxing Day - **December 26**
New Year's Eve - **December 31**

Reminder that subscription bookings from December 25 to January 1 will automatically be cancelled.



Primary Service Contract

A new service contract has been awarded to Voyago Transportation, who will continue to provide service until July 2025.



With the registrant base continuing to increase, the vehicle specified in the contract is required to accommodate four wheelchairs and ten ambulatory seats (consistent with current fleet capacity). In addition, the requirement to have on-board audio/video surveillance on every vehicle is included as a requirement as is the requirement to equip each vehicle with an on-board tablet which interacts with the scheduling system and provides drivers with their trip.

Watch for these new vehicles in August 2020.

Keeping your Ride Safe

To provide the safest ride possible for you, please refrain from speaking with drivers while the buses are in motion. Drivers are working hard to navigate traffic, construction zones and pedestrians.

- Winter months ahead mean icy snowy conditions too! Please keep your laneway and sidewalks clear of ice and snow so we can provide the safest door to door service possible

- Customers are to remain seated while the vehicle is in motion

- Customers are to adhere to driver instructions regarding boarding and deboarding the vehicle

- Customers requiring attendants, as confirmed by Specialized Transit, must ensure the attendant is present for all trips on the service

We would also ask that any trip changes/ inquiries be communicated through the booking line only at 519-453-3444 and not through the driver.

With 44 buses on the road and an average of 1,400 trips being provided per day, the dispatch radio can get overwhelmed with voice traffic. Less inquiries over the radio will provide more time for staff to provide more trips on the service.

Thank You!

Growing our Service

Two new bus runs have been added to the fleet effective September 3, 2019. The total fleet now has 44 buses operating Monday to Friday during peak periods, helping us provide the service you need.

Back in 1998 Specialized Transit existed with 17 buses during peak times with 1,500 registered customers. We've now grown to 10,000 customers and close to triple the buses on the road with increased seating capacity.



Fare Payments

Please pay one fare for each ride you take. Specialized transit buses are public transit vehicles and all fares must be paid for each ride. Also, do not pre-pay trips, if drivers take extra time to administrate these fare exchanges the system falls behind schedule.

Drivers will retrieve fares that are attached to mobility devices provided they are readily accessible. Drivers are not required to obtain the fare from the Customer's person.

Fare Increase

London Transit will be implementing a fare increase effective January 1, 2020.

The fare increase will affect all fare payment methods including, cash fare and tickets. Cash fares will increase to \$3.00 and a strip of 5 Adult tickets will be \$11.25 and Senior tickets \$8.50.

For full details on the January 1, 2020 fare increase please visit our website.

Boarding with Personal Items

Packages – Assistance

Drivers are not required to assist with groceries or similar packages. Arrangements should be made for someone else to assist if needing to load packages or items.

Transporting of Bundle Buggies (folding grocery carts)

Under no circumstances will loaded bundle buggies be allowed to be utilized on Specialized Transit service vehicles. They may be carried on-board, if folded and stored by the customer. This policy is in place for the safety of passengers, drivers, the vehicle and the surrounding operating environment.

Amble App

Do you use the Amble App?

The Amble App allows you to check/cancel your times. The Amble App time may vary with traffic or inclement weather. Reminder, the time provided by the booking agent is the time we target for your trip.

Subscription Bookings

Permanent booking arrangements for registrants who travel on a regular pre-determined basis to or from a destination that can be automatically scheduled each week. In addition, this includes one personal subscription booking per week.

The following applies to subscription bookings:

- Shall be limited to work, post-secondary school and certain medical appointments
- Must be a minimum duration of 4 weeks
- May be put on "hold" for a max of 4 weeks for vacation or sickness. With one weeks notice the subscription service may be reactivated
- Any request resulting in a subscription booking being held for a period longer than 4 weeks will be subject to review by Specialized Transit
- A subscription trip cancelled by advising Specialized Transit at least 4 days in advance will not be considered a cancellation
- Repeated cancellations may result in loss of subscription booking
- The established destination of a subscription booking may be altered providing change is within reason and can be accommodated by the vehicle

Subscription Booking Requests:
Call 519-451-1340 ext 413