

## CONTACT INFORMATION

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

Website: [www.ltconline.ca](http://www.ltconline.ca)

Customer Service: 519-451-1347

Hours of Operation:

Monday-Friday 8:00am-10:00pm

Saturday, Sunday & Holidays 8:30am-12:00pm, and  
1:00pm-4:30pm

Specialized Transit Booking Line: 519-453-3444

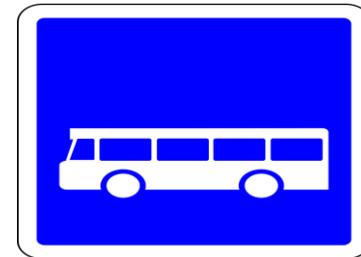
Please visit [www.ltconline.ca/webwatch](http://www.ltconline.ca/webwatch) for real time bus  
information.

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January 2016

## AGE FRIENDLY LONDON NETWORK



## A GUIDE TO LONDON TRANSIT

In Collaboration with Western University

## ATTENDANT PASS

### What Is An Attendant?

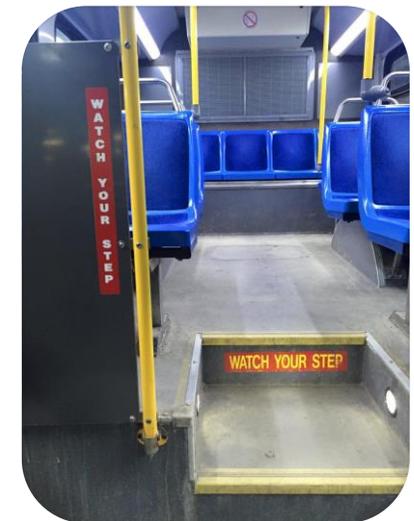
- Any person who assists a Specialized Transit Registrant when travelling on a London Transit bus.

### Who Qualifies For An Attendant Pass?

- Riders that are specialized Transit Registrants who require an attendant's assistance when travelling on the bus.

### What Is The Purpose Of The Attendant Pass?

- The pass allows the attendant to accompany the Specialized Transit Registrant rider without the attendant paying a fee.



## ACCESSIBILITY INFORMATION

### Accessible Transit

#### *What is an “Accessible Bus”?*

All LTC buses are accessible for passengers who may have a disability, in accordance with The Accessibility for Ontarians with Disabilities Act, 2005. Features of the accessible buses include:

- Has a low floor: no stairs to climb while getting on and off the bus
- Has a ramp for easy access for walker, scooter and wheelchair users
- Important: accessible buses on regular transit routes **only have restraints for TWO wheelchairs and/or scooters** on board at one time.

### Specialized Transit Services

#### *What is “Specialized Transit”?*

- Specialized transit provides an even more accessible option for people who cannot use the standard LTC buses.
- **You must apply and be evaluated by a health practitioner (doctor, physiotherapist, occupational therapist) and the LTC before you are approved to use this service.**
- Specialized transit provides door-to-door service to and from your destination. It is a shared ride system, so you may have to go to other riders’ stops before your own.
- There is a **THREE DAY** window to book your ride but demand is very high, so it is recommended to call ahead.
- **If you are having trouble using standard LTC buses, contact customer service (519-451-1347) to learn more about specialized transit.**

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This guide provides information on how to access and use the London Transit Commission (LTC) public transportation system. London Transit provides safe, affordable and accessible transportation. This guide highlights the benefits of public transit and will answer questions you may have about how to use the transit system. It is our hope that this information will help you feel comfortable and confident when using the bus.

This guide is intended for informational purposes only. We apologize for any incorrect or outdated information and are not liable for any actions or activities that result from such information. Please note that the LTC system is undergoing changes and working towards “Smart Card” use for the near future.

For the latest transit information, please call LTC Customer Service at (519)-451-1347 or visit the LTC website at [www.ltconline.ca](http://www.ltconline.ca).



## MORE HELPFUL TIPS...

### How To Use The Bike Racks On The Bus?

Easy instructions are printed on the bike rack. If there are any problems, notify the bus operator. There is no additional charge for using the bike rack. All buses are equipped with bike racks.



### What Is *Transecure*?

This is a program to create awareness about the LTC's safety features and increase community safety. Bus drivers can contact the police through LTC Transit Control, so a bus can provide a safe haven if you require assistance or feel unsafe.

### Is There A Lost And Found?

Yes, the LTC does have a lost and found, BUT are not responsible for any lost items. Valuable items (money, purses/wallets, cameras, jewelry, watches) will be held for 14 days, less valuable items will be held for 7 days. If the LTC finds some identifying information, they will try to contact with the owner. Otherwise, you can contact them at their Main Office at 450 Highbury Ave. or 519-451-1347.

### What Is The Community Bus?

This is an accessible fixed-route service that connects you with community destinations such as senior homes, community/medical centres, and shopping malls. The service caters to London's senior population and gives them the option to request drivers to deviate from the standard route in order to take them to a desired location.

The bus times are not as strict but still have regular stop times. It features services such as picking up passengers from residential apartment buildings, so it's convenient and inclusive.

## How Do I Signal That I Would Like To Get Off The Bus?

- You can ring the bell by **pulling down on the Yellow Cord** hanging alongside the windows or **pressing the STOP button** on the poles in the bus. Be sure to do this **after the bus leaves the stop, and BEFORE your stop**. If you are unsure of the stops before yours, tell the driver when you board the bus where you would like to get off and he/she can alert you when it is your stop.
- Be aware that for your convenience, all **BUS STOP NAMES WILL BE ANNOUNCED** over the speakers and **WILL APPEAR ACROSS THE SCREEN** located at the front of the bus prior to each stop.
- When the bus comes to a **complete stop at your destination**, a green light comes on above the back doors. You will need to either **gently push or hold the YELLOW bar/strip** on the back doors to open them. If leaving through the front doors, the driver will open the doors for you.



## COURTESY STOPS

- You are encouraged to use the standard bus stops when possible, but for special circumstances, you may request to stop at any location along the bus route when it is safe for the bus to stop. It's best to ask the driver about this when you are getting on the bus.

## WHY TAKE THE BUS?

- Saves money and is easier and cheaper than owning your own vehicle.
- If you don't drive, you can still travel independently in your community.
- You don't have to rely on others to drive you places, or worry about driving at night, during bad weather, etc.
- It is a good alternative to driving or walking.
- It is an environmentally friendly mode of transportation.

## BUS BASICS

- All bus routes have a Monday-Friday schedule. Some routes also have Saturday and Sunday/Holiday schedules.
- London Transit operates on a "modified radial" system. Some of the routes use the downtown area as a transfer point, while other routes bypass the downtown.
- All buses have the route name and number displayed on the top front and sides. There is sometimes also a letter (A,B,C) beside the number on some routes. For example: the 2 Dundas has 2A, 2B and 2C, which travel along slightly different routes.
- Remember: Double-check exactly which route you want to take, including the letter. There is not one central location where all buses go, but some busier locations such as a mall entrance, will have different bus routes stop there.



Examples of bus signs, with route number and name.

## IDENTIFYING BUS STOPS

- Bus stop signs are **BLUE** and are posted on the street sides on a stand-alone pole, utility pole or a light post. The route numbers of the buses that stop there, as well as the stop I.D. number are indicated.
- Express Routes are identified by **ORANGE** signs.
- Bus stops at some terminal locations have illuminated signs that indicate the route number and name, direction the bus is travelling and the time it will arrive. These times are updated regularly to ensure the posted time is correct and is up-to-date on any delays.



A Bus Stop sign contains the route number and the Stop I.D.

## SEATING

### Priority Seating:

Priority seating is for passengers with a disability. These seats are located close to the entrance door of the vehicle and marked with the “Priority Seating” decal. Customers are expected to respect and obey the primary purpose of the designated seating area, which means: If someone is sitting in one of these designated seats who does not have a disability, they must vacate the seat for a passenger with a disability.



### Courtesy Seating:

The transit industry recognizes that there are many customers in addition to those with disabilities who will benefit from having a seat near the front of the bus. A second category, called “Courtesy Seating” has been established for such passengers who may be seniors, expectant mothers, adults travelling with infants or small children, and any other passenger who may benefit. Passengers sitting in the Courtesy Seating area who are not included in the list above are expected to respect the purpose



of the seating area and give up their seat. **NOTE:** Drivers/operators are not required to enforce this or intervene in any dispute related to Courtesy Seating.

## WAITING/ARRIVING AT THE BUS STOP

- It is advisable to arrive 5 minutes before your bus is scheduled to arrive. Some bus stops have an “Infopost” that has the bus schedules on them. Alternatively, you can call **519-451-1347** to check when your bus will arrive.
- **Peak hours are between 6am-9am and 2pm-6pm Monday-Friday.** The buses may have more passengers during these times and it is likely that you may either have to stand when travelling during these times or wait for the next bus. Also, **be aware that a full bus may pass the stop and not pick up any more passengers.** In this case, you may also have to wait for the next scheduled bus to arrive.
- Make sure to take this into consideration when planning your journey.

## GETTING ON/OFF THE BUS

- Please note if you have difficulty getting to and from your bus stop or on and off the bus, you are advised to bring someone with you for assistance since the bus driver may not be able to help you with this. The bus driver assists riders securing their wheelchair/scooter in the restraint system.
- When the bus arrives, it is customary to let other passengers exit the bus first before boarding. Be mindful of the gap between the sidewalk and the bus floor when entering or leaving the bus. All buses can be lowered for your convenience and using the handrails helps make boarding easier.

## TRIP PLANNING

### 1. Plan Ahead

- The LTC has a number of resources to help you plan your trip:
  1. **London Transit Ride Guide:** This is a map of the City of London that includes bus routes and provides a lot of useful information about using the bus services. You can pick one up at either of London Transit’s customer service locations or view the online version (map only) on the LTC website.
  2. Using **Google Maps:** If you are having trouble determining the bus routes serving the origin/destination of your trip, you can use Google Maps to plan the trip for you. Google Maps is quick, easy to use and is available **online** or as **an app for your smartphone** (search “Google Maps” online or in the app store). When using Google Maps, all you need to do is:
    - **Enter your point of origin.** If you aren’t sure of the address, just click “Your Location” as the point of origin.
    - **Enter your destination.**
    - **Click “GO”.**
    - **NOTE:** Optionally, you may enter a time that you wish to arrive or depart, as well as other options like fewest transfers and shortest walking distance. Annotations on the map will show the starting location, destination, and any transfer locations between bus routes. The timeline on the left will also let you know the arrival/departure times as well as the Stop ID.

3. **By Phone:** The LTC “My Bus Info” is a service that allows you to get real-time schedule information anywhere, anytime by phone. Simply call the IVR (Interactive Voice Recognition System) at **519-451-1347** and follow the voice prompts to obtain helpful information about your trip. This system will provide you with your **Bus Stop ID (OPTION 3)**, provide you with the **next three arrival times for your stop (OPTION 1)**, and even **direct you to an LTC Customer Service Representative (OPTION 0)** who will be more than happy to help you plan your entire trip.

## 2. Give Yourself Extra Time

- All buses have scheduled times, but sometimes they run late, so give yourself extra time.
- Plan to be at your destination 10-20 minutes early, this may mean taking an earlier bus.

## 3. Small Things Can Make The Trip Easier

- If you are carrying heavy items or purchasing multiple items, taking a cart with wheels will make it easier for you to travel with these items. **NOTE:** Rush hour may not be the best time to bring a cart on board, as buses may be fairly crowded with passengers.

## 4. Practice Makes Perfect

- Take notice when walking in your neighbourhood/at the doctor's/shopping of where the bus stops are located, so you will know where they are before you need to use them.

## TRANSFERS

### How Do I Use A Transfer?

- When paying with cash or ticket, request a transfer when you first board the bus. The transfer allows you to travel for the next 90 minutes on any LTC bus in any direction.
- TRANSFERS CAN ONLY BE USED DURING THE SPECIFIED VALID TIME.
- You do not need a transfer if you have a pass.
- Remember to hold on to your transfer because you WILL need it to board your next bus.

## BUS STOPS/WEATHER CONDITIONS

- Not all bus stops have shelters or benches to sit on. The LTC has up-to-date records of each bus stop's facilities so getting to know the bus stops you use can help you be prepared when waiting for your bus.
- Snow and ice may make it hard to get to your bus stop safely. Be aware that snow may not be cleared for a few days after a significant snowfall. Give yourself enough time to get to the bus stop so you are not rushed and are less likely to fall.



## PASSES

### What Is The Benefit of Using A Pass?

- Passes provide **unlimited** LTC bus rides *during the period for which they are valid.*

### What Do I Need To Know About Passes?

- Passes are non-transferrable.
- Monthly passes are sold between the **15<sup>th</sup> of one month to the 10<sup>th</sup> of the next month.**
- *You need to show your LTC Photo ID card along with your pass to get on the bus.*

### Getting A Pass & LTC Photo Identification Card

- The LTC Photo ID Card costs \$3.00 & can be purchased at:
  - Downtown Ticket Office: 150 Dundas St. OR
  - Main LTC Ticket Office: 450 Highbury Ave. North.
- To purchase an LTC Photo ID Card, you will need:
  1. Proof of age (e.g. driver's license, birth certificate, a copy of your Old Age Security Cheque)
  2. Proof that you are a resident of London at the time of purchase.
- To purchase a pass, you will need to show your LTC Photo ID Card. Passes may be purchased for the first time at the ticket offices listed above and may be renewed at:
  - White Oaks Mall (ticket centre)
  - Any Scotiabank Office
  - Western University
  - Fanshawe College Bookstore

## PAYING BUS FARES

### How Can I Pay My Bus Fare?

- Any of the following are appropriate: Cash, Tickets, Passes & Senior Passes.

### Do I Need To Have Exact Change?

- YES – Buses require exact change.

### What Does A Bus Fare Cost?

- Regular Fare: \$2.75
- Tickets for Seniors: 5 for \$7.15 (Save \$1.43 per trip)
- Monthly Pass for Seniors: \$57.50

### Where Do I Purchase Tickets?

- Locations:
  - Downtown Ticket Office: 150 Dundas St.
  - Main Ticket Office: 450 Highbury Ave.
  - City Hall: 300 Dufferin Ave.
- Community:
  - Scotiabank Office
  - Metro Grocery Stores
  - Petro Canada
  - Shoppers Drug Mart
  - Rexall Pharma Plus
  - Malls and Variety Stores



**Exact change is required when paying for bus fares.**

## What Is The Age Friendly London Network?



The Age Friendly London Network (AFLN) is a community-based network responsible for implementing the Age Friendly London Three Year Action Plan. The AFLN is comprised of eight working groups.

The Transportation Working Group of the Age Friendly London Network supports older adults' ability to maintain independence and mobility through access to a range of transportation options.

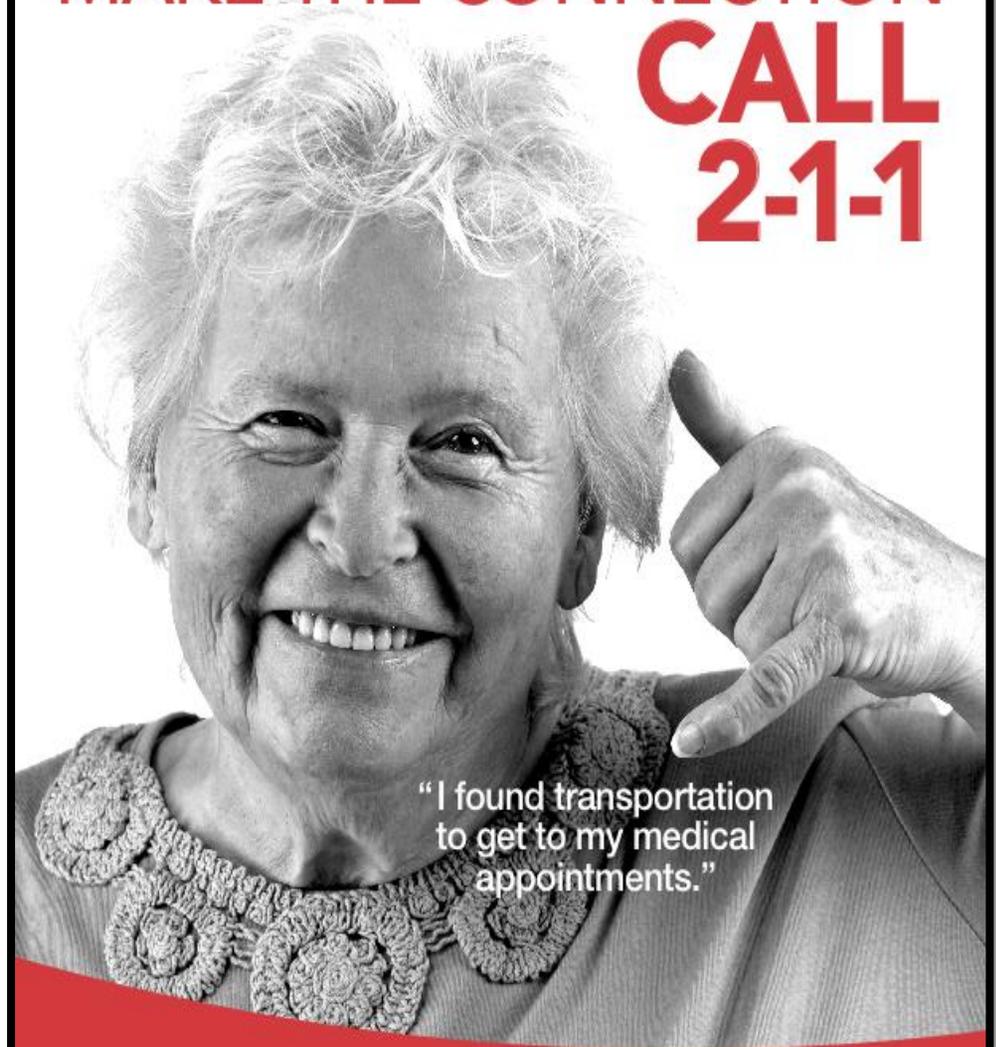
*Our vision of an Age Friendly London is a diverse, vibrant, caring and healthy community, which empowers all individuals to age well and have opportunities to achieve their full potential.*

For more information about Age Friendly London or to request additional copies of this document, please contact us at the phone number or email address below:

(519) 661-2500 x7208

[agefriendlylondon@london.ca](mailto:agefriendlylondon@london.ca)

# MAKE THE CONNECTION CALL 2-1-1



"I found transportation to get to my medical appointments."

## Change starts here.

Call 2-1-1 or visit [211Ontario.ca](http://211Ontario.ca)



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