



TRAVEL TRAINING **GUIDE**

How to access & use Oakville Transit services



This handbook belongs to:



Print your name



Your address



Your home phone number



Your cell phone number

In the event of an emergency, please contact:



Emergency contact name



Emergency contact phone number

Welcome to Oakville Transit

This Travel Training guide connects you with everything you need to know about riding with Oakville Transit and gives you the tools and education you need to ride Oakville Transit with confidence.

Keep your Travel Training guide for future reference. Take it with you when you travel in case you have any questions along the way. For extra safety, fill in your personal and emergency contact information on the inside cover.

Welcome to a whole new way to connect.

Enjoy the ride!



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Getting Started

About Oakville Transit

Providing Oakville with transit service **since 1972**, Oakville Transit Family of Services includes conventional fixed routes, Ride On-Demand and specialized transit service, known as care-A-van. This service approach offers a coherent, interconnected transit system aligned to accommodate passenger travel needs.

Oakville Transit operates



a fleet of

104 conventional buses



and operates service on

20 fixed routes and **7 school specials**

Conventional services operate within the boundaries of Oakville for a total service area of roughly **140 square kilometers**. These services connect with Burlington Transit to the west and MiWay (Mississauga Transit) to the east.



Oakville Transit also currently operates **27 small capacity transit vehicles** for specialized service (care-A-van) and Ride On-Demand services.

Family of Services

The Oakville Transit Family of Services is a coherent, interconnected transit system aligned to accommodate passenger travel needs.

The Oakville Transit fleet is comprised of several vehicle types which provide a variety of services within the town.



Conventional Bus Service



Care-A-Van Service



On-Demand Service

Schedule

When you can ride the bus

Oakville Transit operates **seven days a week**.

During **holidays**, the **Sunday schedule** is usually operated.

Always check the transit schedules you need before you travel.

Finding bus schedules:



Oakvilletransit.ca

Click on the Schedules and Maps tab at the top left of the homepage.



Call Customer Service 905-815-2020

They can direct you to what bus you need to take and when.

Before you call

Fill in the answers to these questions



My starting address is:

(Exact starting address)

I am travelling to:

(Exact address of your destination)

I would like to be at my destination at:

(Time)

(Date)

If you have an assistive device:

I require a bus that will accommodate my:

(Cane, wheelchair, etc. indicating size of device)

When you have the answers to these questions, or would like help to fill them in, you're ready to call us. See the end of the booklet for contact numbers for Oakville Transit.

Trip plan worksheet

To be filled in with the help of Oakville Transit Customer Service Representative if unsure.



What bus route(s) should I use?



Where is my bus stop?



What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? Yes No



If yes, what is my next bus route?



Where is my next bus stop?
What time will my second bus arrive?



What time does my bus arrive at my destination?



Where do I get off the bus?



What is the total cost of my trip?
Where is the closest PRESTO fare agent to my location?

Return trip worksheet

To be filled in with the help of Oakville Transit Customer Service Representative if unsure.



What bus route(s) should I use?



Where is my bus stop?



What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? Yes No



If yes, what is my next bus route?



Where is my next bus stop?
What time will my second bus arrive?



What time does my bus arrive at my destination?



Where do I get off the bus?

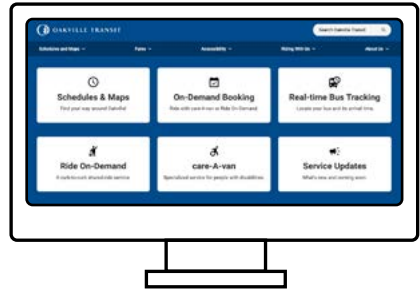


What is the total cost of my trip?

Planning Future Trips

oakvilletransit.ca

The Oakville Transit website features many tools to help you plan, including a trip planner, maps and printable schedules. You can also find service updates, the latest transit news and general information on Oakville Transit services.



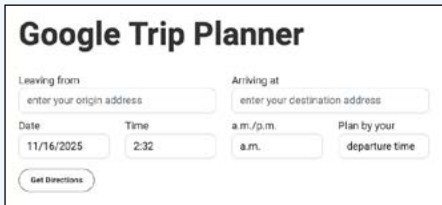
Google Trip Planner

The Google Trip Planner allows you to plan a trip in just a few simple steps and is very helpful if you're not sure what route to take. You may even print out your trip plan to take with you while travelling.

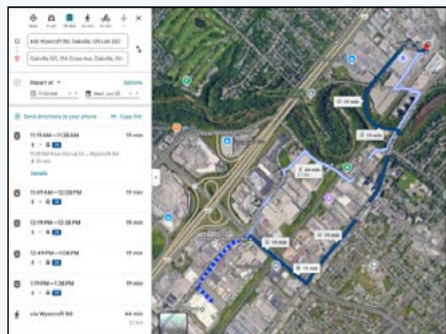
Please note that this is not Oakville Transit operated software.



How to use the Trip Planner:



1. Go to oakvilletransit.ca
2. Schedules and Maps drop down
3. Google trip planner
4. Enter trip to/from information
5. More filter options
6. Share, save, or print when done



After inputting your information, it will open Google maps and show your directions similar to the above.

To view the Oakville Transit system map, please refer to page 27.

Real-time Bus Information

There are a variety of ways to access real-time bus information with and without a smart phone.



Oakville Transit App

Smart phone required? ✓Yes

Download the Oakville Transit app to access real-time bus tracking on your smartphone.

- Pinpoint the exact location of your bus in real-time
- Set up arrival alerts for your favourite bus stops
- Quickly access route maps
- Find bus stops near you using your phone's geolocation feature



Third-party apps like "Transit"

Smart phone required? ✓Yes

Some third-party apps also provide real-time bus tracking. *Third-party apps are not owned or operated by Oakville Transit.*



Track by Text

Mobile phone required? ✓Yes

With Track By Text you can text your stop number to get next bus arrival time.

1. **Find your bus stop number**
The four-digit bus stop numbers can be found when looking up arrival times or by hovering over your stop on the online map. You can also get the bus stop number from the bus stop sign at your stop.
2. **Text FIND [stop #] to 92020**
Be sure to text the word "FIND" then a space and the actual stop number, like this:
FIND 3417
3. **Receive estimated arrival times**
Only available for buses arriving within 30 minutes.



+Bus Finder

Smart phone required? ✓Yes

Check Bus Finder on the Oakvilletransit.ca website for estimated arrival times for your bus stop or check the map to see exactly where your bus is right now.

busfinder.oakvilletransit.ca/bustime/home.jsp

- Access Bus Finder from your desktop or laptop
- Pinpoint the exact location of your bus in real-time
- Quickly access route maps and schedules
- Set up arrival alerts for your favourite bus stops
- Subscribe to service bulletins for your favourite route or bus stop

Terminal Signs

Smart phone required? ✗No

At each major terminal location (Oakville GO, Uptown Core, Bronte GO, Sheridan College, etc) there are electronic signs showing when the next few buses will be arriving alongside their route number.



Oakville Transit Accessibility

All Oakville Transit vehicles are accessible, meaning they:



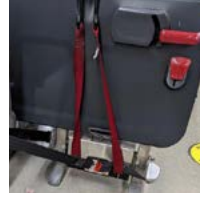
**Have
low floors**



**Kneel to
meet curb**



**Have an
access ramp**



**Include secure
points**

Most Oakville Transit stops are designated accessible. Where a bus stop is not accessible, the bus operator will allow those using a mobility device to get on or off at the nearest, safest location.

See page 17 to learn how to board Oakville Transit vehicles with your assistive device.

IMPORTANT TIP:

Although the bus and bus stop may be accessible, your destination may not be. **Please ensure that your destination is able to accommodate any accessibility needs you may have to allow for a smooth journey, beginning to end.**

Magnus Cards

MagnusCards is an app that combines structured, step-by-step guidance with game design to help teach a variety of life skills through free downloadable Cards Decks.

As part of increased support, Oakville Transit has funded unique Card Decks that will help those with autism or other cognitive disabilities feel supported and empowered to use the local transit system, and to navigate these tasks:

- Fares and PRESTO
- Riding the bus
- Planning your trip
- How to transfer between buses
- Getting help and staying safe

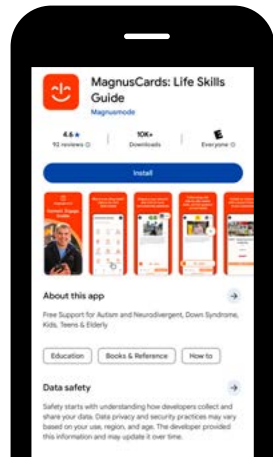


Image of MagnusCards App in the Android Appstore

Street Smarts

How to buy and use Oakville Transit fares

Fares

- A single ride on Oakville Transit costs \$4.00.
- If you use a PRESTO card, the fare is \$3.45.
- Free rides are available for children, youth, and seniors 65+ when using a PRESTO card.

Free transfers from Oakville Transit or partner systems (MiWay, Burlington Transit, GO Transit) for 2 hours when using PRESTO card*

How to pay for a trip on Oakville Transit Services

To ride Oakville Transit, you'll need a PRESTO card (physical or virtual), credit or debit card, exact change or valid transfer.



Cards

If you are using a PRESTO, credit or debit card, tap the card or your phone on the PRESTO card reader when you board the bus.



Cash

If you have cash, insert the exact change into the fare box as you board. The operator cannot make change on the bus.

Obtaining a PRESTO card

PRESTO cards are available for a one-time \$4.00 issuing fee on prestocard.ca (allow 7-10 business days for delivery) or at any authorized PRESTO agent.

To find your closest Oakville Transit PRESTO fare agent, visit the Oakville Transit website and click "PRESTO" under the Fares tab. You can also call 905-815-2020 to speak with a Customer Service Representative.

Digital PRESTO card (free)

To get a free digital PRESTO card, you can add a PRESTO card to Google Wallet or Apple Wallet. You can also buy a new digital PRESTO card from the PRESTO app.



**Customers eligible for free rides are still required to tap their PRESTO card when boarding*

How to recognize Oakville Transit vehicles

You may see one of these other transit vehicles while on your trip:



Oakville Transit Conventional Buses

Oakville Transit buses are white, gold and blue and have the Town of Oakville transit logo on both sides and the front. The display signs will show the route number and name on both the front of the vehicle and the side by the upper left of the front door.

Oakville Transit care-A-van & On-Demand

Care-A-van is a specialized door-to-door transit service for persons with disabilities. Anyone who is unable to use conventional transit due to their disability is eligible to apply for care-A-van service. The service uses fully accessible transit vehicles supplemented in partnership with local taxi providers.



Accessible care-A-van vehicle & On Demand

The care-A-van fleet of vehicles is made up of smaller capacity, accessible buses. Please ensure that any assistive device(s) you may have are on file. This will help staff determine which vehicle is best suited for your travel needs.



Electric care-A-van & On-Demand accessible vehicle

Ride On-Demand is a curb-to-curb shared-ride service to request a ride in designated zones during service operating hours

Other Transit Service in the Town of Oakville

You may see one of these other transit vehicles while on your trip:

GO Transit - Bus

GO Transit buses are green and white. GO Transit provides bus service throughout the Greater Toronto Area for commuters in Oakville. The fares for using GO Transit depend on how far you travel.



GO Transit – Train

GO Transit operates the Lakeshore West train line which connects to Oakville at two different train stations, Oakville GO and Bronte GO. This train line can connect to neighbouring municipalities such as Burlington, Hamilton, Mississauga, and Toronto. Similar to their bus system, the fares for using GO Transit depend on how far you travel.



For more information on GO Transit, visit their website at gotransit.com or call 1-888-GET ON GO (438-6646).

VIA Rail – Train

VIA Rail is Canada's national, government-backed passenger rail service, connecting over 400 communities across the country from coast to coast. It offers intercity rail services, linking major cities like Toronto, Vancouver, Montreal, and Halifax with both day and night trains.




For more information, you can visit them online at Viarail.ca or call at 1 888 VIA-RAIL (1 888 842-7245) and TTY 1 800 268-9503 (for persons who are deaf or hard-of-hearing)

How to recognize bus stops, route numbers and names

Bus stops

All bus stops are marked with a bus stop sign. Some stops have shelters and benches.

Bus stop signs show where customers should wait for the bus. Customers can use the shelter while waiting for the bus but be sure to move out of the shelter and to the bus stop sign before the bus arrives. This will help the bus operator know to stop for you.

 **Always plan to be at your bus stop 10 minutes before your bus is due to arrive.**

Some Oakville Transit bus stops and terminals have electronic signs that display when the next bus will arrive. See page 10 for more information regarding real-time bus tracking.

Route numbers and names



When a bus approaches your stop, look at the area above the windshield or on the side of the bus for the route name and number.

Always check the sign to make sure you are boarding the right bus. Ask the operator to confirm the route before you board the bus.

How to get on the bus

If you are travelling with an assistive device, please see the next section.

- Have your fare ready.
See page 9 on how to pay for a trip on Oakville Transit services.
- If waiting in a shelter, exit as soon as you see the bus approaching.
- Verify the route name and number on the bus before boarding.
- Let other passengers get off the bus before you board.
- Pay your fare and get a transfer, if needed.
If you are using a PRESTO, credit or debit card, you do not need a paper transfer. The transfer is electronically placed on the card and mobile device.
- Tell the operator your destination if you need help identifying your stop.
- If you don't have an assistive device, take a seat or hold on to the railing if standing. Courtesy and priority seating is located near the front of the bus. See page 20 for more information about courtesy and priority seating.

How to get on the bus with your assistive device

- Have your fare ready.
See page 9 on how to pay for a trip on Oakville Transit services.
- If waiting in a shelter, exit as soon as you see the bus approaching
- Verify the route name and number on the bus before boarding.
- Your bus operator will let passengers who do not need the ramp to board the bus prior to assisting you.
- Position yourself about 1.5 metres (5 feet) away from the front door of the vehicle. This will allow space for the door to open and the ramp to be deployed.
- As you get on the bus, let the operator know where you are going.
- The operator will direct you to the area on the bus reserved for assistive devices.
- The operator will secure your wheelchair, scooter or walker.
Remember to apply the brakes on your mobility device before the bus is in motion.

For your safety and the safety of others on board, proper fastening of personal assistive devices is mandatory on all vehicles. For added safety, customers staying on their assistive devices during travel must use a lap belt. The bus operator will assist you with securing the device and using the lap belt.

How to signal for a stop

Oakville Transit buses have yellow stop pull cords above the windows and red stop buttons throughout the bus.



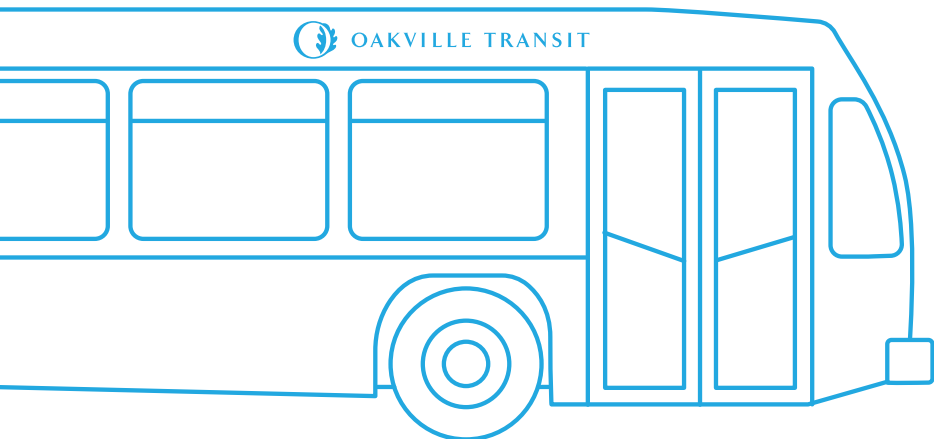
- When your bus is about **one or two blocks** (150 metres) before the stop you'd like to get off at, **press the stop button or pull the stop cord** to tell the operator you need to get off.
- A bell will ring and a light above the operator will turn on to signal that a stop has been requested.
- If you are unable to use the stop button or pull cord to signal for a stop, tell the operator where you need to exit. They will make the stop for you.

How to get off the bus

Please remain seated until the bus comes to a complete stop.

- If you have an assistive device, the operator will remove the appropriate securing mechanisms.
- Once the ramp has been lowered, your operator will let you know when you can get off the bus safely.

Be sure to take all your personal belongings with you when you exit the bus.



Safety & Travel Tips

Safety tips

A Safe and Relaxing Ride

Your Oakville Transit trip should be a relaxing and enjoyable experience. Here are a few tips to make the ride comfortable and safe:

- Make yourself visible at the bus stop:
 - At night, wear lighter shades of clothing.
 - Step out of the shelter when the bus approaches.
 - Stand back from the curb until the bus arrives.
- Don't jaywalk to catch your bus. Use crosswalks where available and be mindful of traffic around you.
- Have your PRESTO, credit/debit card, transfer paper, or exact cash ready in your hand.
- Sit as close to the bus operator as possible. They are always available to help.
- If possible, stay seated while the bus is moving. The operator may have to stop suddenly.
- If you are using an assistive device, make sure the operator has secured you and/or your device correctly.
- Always carry this guide and have your personal and emergency contact information recorded.

What do I do if I miss my bus?

If you miss your bus, try calling the Oakville Transit Information Line at 905-815-2020, Monday to Friday: 8:30 a.m. to noon, 1 p.m. to 4:30 p.m. to find out when the next bus is coming. Or use track by text, or the app. See page 10 for more information on real-time bus tracking.

What if there's a change in the route?

Planned route changes are posted on oakvilletransit.ca. You can also call the Oakville Transit Information Line at 905-815-2020 if you have any questions and to get up-to-date information.

If there is an unexpected problem that affects a route, the driver will be able to assist you. If you are on a vehicle that is experiencing a route change, the driver will make an announcement. Ask the driver if you need assistance.



What if there's a snowbank between me and the bus?

Sometimes, Mother Nature acts faster than the Town work crews can clear. If a snowbank is blocking you from getting on a bus safely, the driver may suggest an alternative, such as picking you up at a cleared driveway or curb.

The driver will report the location to the operations control centre so it can be flagged for snow removal.

What if my mobility device breaks down?

If your mobility device breaks down on a vehicle, tell the driver. They will contact a supervisor to help you. If you're at an Oakville Transit stop when your mobility device breaks down, signal the next bus and ask the driver for help.

In case of an emergency

When possible, report emergencies to any Oakville Transit Employee. Stay calm and follow their instructions. If an Oakville Transit vehicle must be evacuated, leave any large items behind, use the route identified by the driver, watch for traffic, and go to a safe location.

Always carry your trip plan and contact information with you. You can record all your information in this handbook for easy reference. If you ever become lost or need assistance during your trip, this information will be very helpful.

Emergency cash

Carrying some emergency money will be helpful if you lose your mobile device, transfer or payment card.

Video Camera System

All Oakville Transit buses have a video camera installed. This is for a variety of reasons including:

- Help keep passengers and employees safe
- Discourage vandalism or other criminal behaviour
- Help determine facts if there is a passenger complaint, vandalism, or another incident
- Help protect the buses and Oakville Transit property.

Travel Tips

Request Stop Program

If you ride Oakville Transit after 9 p.m., you can get off the bus between stops, closer to your destination.

Please advise the bus operator at least one stop ahead of where you wish to get off the bus. To meet your request, your bus operator must be able to stop safely. For added safety and security, please exit by the front doors.

Courtesy and Priority Seating

Elderly, injured, or pregnant passengers and people travelling with strollers have Courtesy Seating at the front of the bus.

Riders using assistive devices have specific wheelchair stations on the bus, designated as Priority Seating, to accommodate them.

These seats are identified accordingly by decals.



Lost and Found

All articles found on Oakville Transit property are held in a Lost and Found room at the Oakville Transit Facility.

Visit the Lost and Found page on oakvilletransit.ca, call 1-905-815-2020 or email us at transit@oakville.ca for information on how to retrieve your lost item.

Asking a driver for help

Bus drivers are happy to help and are a great source of information to clarify any of your questions as you board the bus.

Mobile devices

Travel with your mobile device and ensure it is fully charged. It will come in handy if you need to look up information, call the Oakville Transit Information Line, or contact anyone else during your trip.

Additionally, the whole transit fleet now provides free Wi-Fi internet access. Look for **OTPUBLIC** when scanning for networks. The newer buses also include USB plugs at each pair of seats which can be used to charge any devices while on board using your own charging cable.

TIP: Program your emergency numbers and the number for Oakville Transit into your mobile device for fast and easy access.

Customer Policies and Regulations

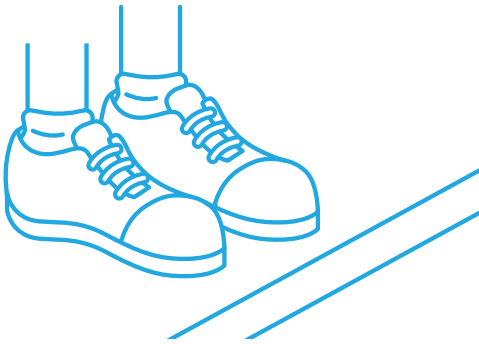
Age requirements

Conventional and Ride On-Demand Service:

Parents and/or guardians are solely responsible for ensuring their children can independently use the transit system before permitting their child, aged 16 or younger, to travel unattended when using Oakville Transit services. Children under the age of 5 must be accompanied by an adult.

Specialized Service:

Children 12 and under must be accompanied by an adult.



Behind the Line

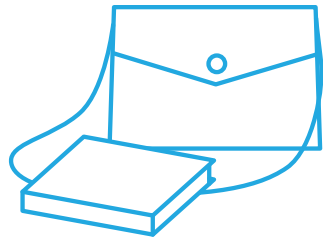
- Customers must remain behind the yellow or white line located by the driver.
- Customers must remain seated or hold onto the handrail.
- Please keep feet off the seats to be respectful of future passengers.
- Customers should refrain from lengthy or non-travel related conversations with the driver.

Fares

For more information visit the Fare Policy page at oakvilletransit.ca

Personal belongings

- Customers are responsible for their personal belongings.
- Oakville Transit assumes no responsibility for any lost article.



Clothing

Shirts and shoes must be worn while onboard any Oakville Transit bus.



Backpacks

- Backpacks are to be removed before boarding.
- While seated the backpack should be placed on your lap.
- A backpack or any other item carried should not prevent another customer from being seated.

Recreational gear

Wearing in-line skates, roller skates and use of skateboards is not permitted on any Oakville Transit bus, shelter or on terminal platforms.



Bikes and e-scooters

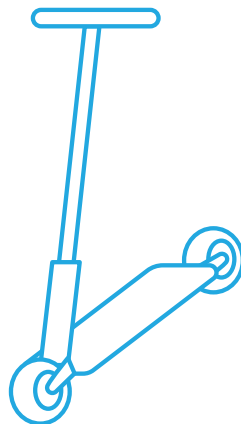
All Oakville Transit conventional buses are equipped with bike racks which can carry two standard bikes.

Bikes may be transported onboard the bus under the following conditions: the bike rack is full, inoperable, or the bike is an e-bike (motorized bikes cannot be placed on the bike rack).

- Bikes (including e-bikes) are permitted on board if they are not inconveniencing other customers or impacting customer safety.
- Bikes cannot block the aisle or impact access to accessible seating. Bikes are permitted on board at the sole discretion of the bus driver.

E-scooters are allowed on Oakville Transit buses as long as there is space on the bus, and the accessible seating area and aisles are not blocked.

- E-scooters are not permitted on the bike rack.
- You must dismount from your e-scooter at terminals.
- Your e-scooter must be turned off before boarding the bus.
- You may not ride the e-scooter while on the bus.



Buggies and larger items

When there is space, when other customers will not be affected or at the driver's discretion buggies and other large articles may be allowed on the bus. The driver may decline to allow such objects at any time that he/she feels safety may be compromised.

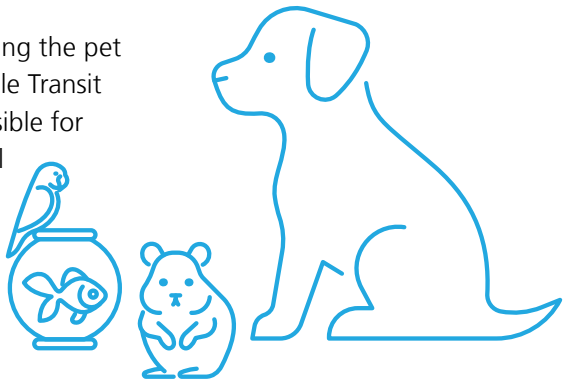
- Customers are required to carry their own buggies or articles on and off the bus.
- For the safety of all customers, the aisles must not be blocked by such articles.

Strollers

Strollers may be carried on buses; however, for safety reasons, the child is to be removed from the stroller and the stroller folded and placed so as not to interfere with the movement of customers in the aisle.

Pets

- **Service animals** are permitted on board an Oakville Transit bus.
- All **other pets must be leashed or contained** in an animal cage. The driver may refuse to allow a customer to board with an animal if these conditions are not met
- **Exotic animals** are not allowed on board the bus
- The customer bringing the pet on board the Oakville Transit bus shall be responsible for the care and control of their pet



Music

- Use of personal audio equipment with earphones is permitted
- Volume must be kept at an acceptable level as determined by the driver. The volume cannot be such that it disturbs either the driver or other customers

Smoking and vaping

- Smoking is strictly prohibited on any Oakville Transit bus, shelters or on terminal platforms
- This includes the use of e-cigarettes

Light snacks

Light snacks are permitted to be carried and/or consumed on an Oakville Transit bus.

All food and drinks must be properly contained, and any resulting litter must be taken with the customer upon leaving the bus and disposed of responsibly.



Alcohol

The consumption of alcohol is strictly prohibited in any Oakville Transit bus, shelter or at terminals.



Hazardous materials

Toxic, flammable or hazardous substances or materials are not permitted in any Oakville Transit bus, shelter or at terminals.

Respectful conduct

A customer will be required to leave the bus for behaviour such as spitting, use of profanity, insulting or obscene language whether it is directed at the driver or a fellow customer. Please do not confront threatening people or put yourself in dangerous situations. Report any suspicious or unusual activity to an Oakville Transit Employee.

Contact us

Office hours

Monday to Friday,
8:30 a.m. to 4:30 p.m.
Closed statutory holidays.

Call

905-815-2020

Email

transit@oakville.ca

Mailing address

1225 Trafalgar Road,
Oakville, ON
L6H 0H3

Visit us

430 Wyecroft Road, Oakville

Follow us on X and Facebook
[@oakvilletransit](#)