



niagara  
transit  
commission

# Port Colborne



# Types of Transit

## Specialty Transit

- Is an application-based shared-ride service designed to cater to the needs of residents in Niagara who have disabilities and cannot use regular transit services.

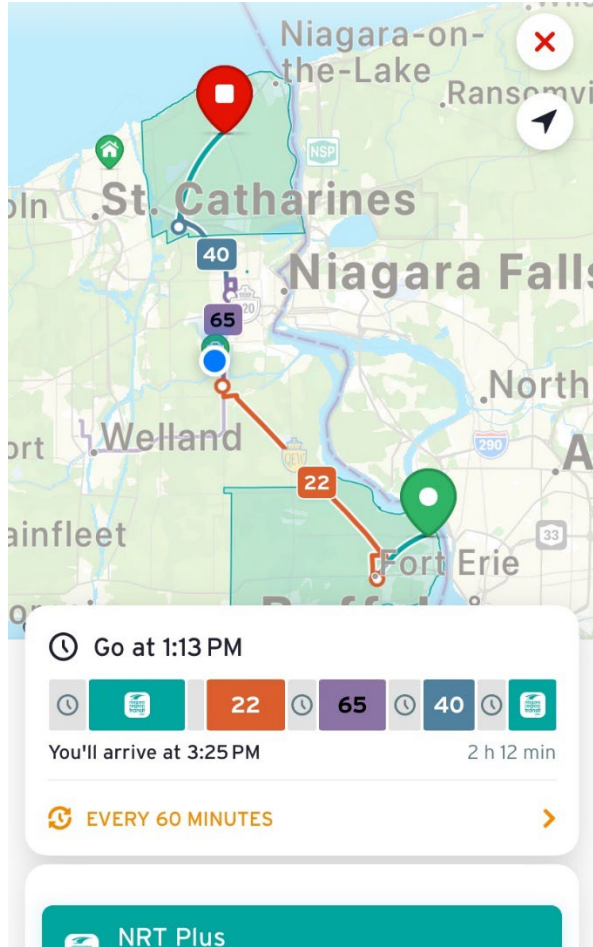
## Microtransit

- Is a service that is used as a complement to regular bus service, providing transportation in geographic areas without a regular bus route service.
- We changed the name from "OnDemand" to "Microtransit" to move away from the expectation that trips are instantly available.
- Our Specialty and Microtransit services have been combined. They share the same vehicles, allowing us to serve more customers smoothly and making the booking process more flexible.

## Multi-modal

Is Speciality Services including Microtranist connecting to our regular bus services.





# Example of a Multi-Modal Trip

Travelling from Fort Erie to Niagara-on-the-Lake:

1. you'll start your trip on Microtransit to the Fort Erie Leisureplex
2. transfer to the regular bus system that takes you to Niagara College in Niagara-on-the-Lake
3. from here you would board Microtransit to your specific destination in Niagara-on-the-Lake

# Port Colborne Intermunicipal Transit Border

## Microtransit Direct Service Zones

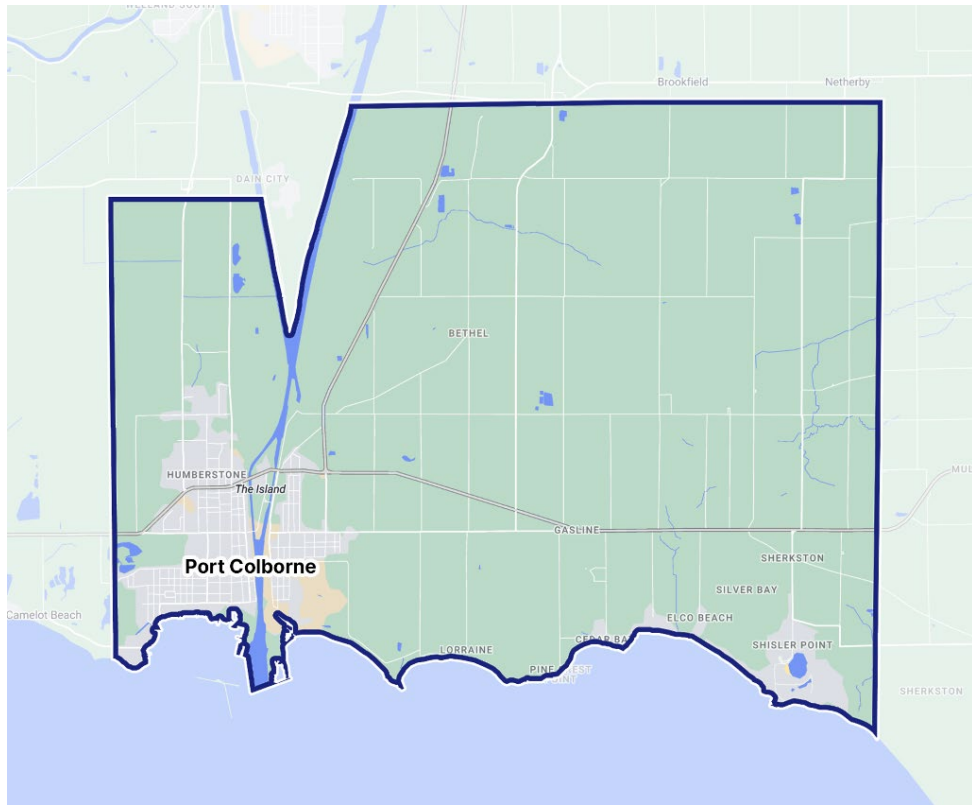
From Port Colborne, you can travel directly to any location within Port Colborne.

## Specialized Transit Direct Service Zones

From Port Colborne, you can travel door-to-door to any location within these Direct Service Zones:

- Fort Erie
- Grimsby
- Lincoln
- Niagara Falls
- Niagara-on-the-Lake
- Pelham
- St. Catharines
- Thorold
- Wainfleet
- Welland
- West Lincoln

**You cannot travel within Port Colborne.**



ELIGIBILITY

## Unlocking Access to Specialized Transportation

If a disability significantly affects your ability to use standard bus services, you may qualify for our special transportation services. However, it's vital to recognize that not all disabilities are eligible.



### Challenges

A doctor's diagnosis doesn't determine eligibility. Instead, we assess the practical challenges you encounter with public transit. Factors like age, income, or the availability of regular transit services in your area do not affect this evaluation.



### Consideration

The primary consideration is how your disability affects your ability to ride our buses or demand responsive services. Our goal is to provide you with access to transportation that accommodates your specific needs.



### Application

Each application undergoes a thorough evaluation. We focus on understanding how your particular situation influences your use of our bus service or demand responsive services. This process ensures that our services align with your unique transportation needs.



## If You Are Applying Yourself:

### Option 1:

1. Fill out and submit Part 1 of the application online.
2. Print Part 2 for completion by a medical/health care professional.
3. Email the completed Part 2 to [applications@nrtransit.ca](mailto:applications@nrtransit.ca).

### Option 2:

1. Print and have Part 2 completed by a medical/health care professional.
2. Scan and save the completed Part 2.
3. Complete Part 1 online and attach Part 2 before submitting.

### Option 3:

1. Print the entire application form.
2. Complete Part 1 yourself.
3. Have Part 2 completed by a medical/health care professional.
4. Scan and email the entire completed application to [applications@nrtransit.ca](mailto:applications@nrtransit.ca).

## If A Medical/Health Care Professional Is Applying on Behalf of the Applicant:

1. Complete Part 1 online for the applicant and submit it.
2. After submitting Part 1, Part 2 will become available. Once Part 2 is completed, submit it as well.



niagara  
transit  
commission



## Application for Specialized Transit

Niagara Transit Commission  
Specialized Transit Office  
75 Federal Road  
Welland, ON L3B 3P2

Visit [nrtransit.ca](http://nrtransit.ca) to complete this form online.  
**Note:** If you need to fill out this form in another format please complete this form and send by email to [applications@nrtransit.ca](mailto:applications@nrtransit.ca) or call 1-833-NRT-LINE (1-833-678-5463) for more information.

### Overview

In order to be eligible for Specialized Transit, all users must first submit an application form which will be reviewed by Niagara Region Transit, against the approved Eligibility Criteria. If your

You will be notified of your eligibility by email or mail and, if approved, you will be eligible to book trips on all specialized transit services in Niagara; Fort Erie (FAST), Niagara Falls (Chair-a-van), Niagara Specialized Transit (NST), St. Catharines (Paratransit), and Welland (WellTrans).

Please complete Part 1 in full and have a Medical/Health Care professional fill out Part 2. Please ensure the entire form is completed legibly.

If you have trouble completing your form, please don't hesitate to contact us at 1-833-NRT-LINE (1-833-678-5463).

#### Specialized Transit is considered a shared ride service. A shared ride service means:

- Other riders may be on board during the trip to your destination
- Your route of travel may be altered so another rider(s) can be accommodated
- You may be on board for up to 75 minutes
- The vehicle may stop and pick up other riders as it travels to your destination

### Eligibility Guidelines

The specialized transit services are intended for residents of Niagara who have a disability that prevents them from using conventional transit services.

**Note:** Disability alone does not constitute eligibility. Decisions are made on a case-by-case basis and are based on the applicant's functional ability to use conventional transit some of all of the time. It's not a medical decision deemed by the applicant's physician. It's also not based on the applicant's income, age, or lack of conventional transit in their area.



Outdated references. Now only referred to as "Specialty Transit" in all municipalities.



Flagging shared ride service.

**Section 2: Medical/Health Care Professional Information**

To be completed by a Medical/Health Care Professional

You have been asked to support an application for Specialized Transit by acknowledging the applicant's description of disability in Part 1 of this form.

There are different kinds of eligibility including temporary, conditional, and unconditional. Please indicate which eligibility type you support.

**Medical/Health Care Professional Information:**

Applicant's full name:

Applicant's Date of birth (yyyy-mm-dd):

Medical/Healthcare Professional's Full Name:

Street Address:

City/town:  Postal code:

Telephone:  Email:

**Check which best describes you:**

- |  |   |
|--|---|
| <input type="checkbox"/> Licensed physician                | <input type="checkbox"/> Certified psychology/psychiatrist    |
| <input type="checkbox"/> Licensed therapist                | <input type="checkbox"/> Licensed optometrist/ophthalmologist |
| <input type="checkbox"/> Registered nurse                  | <input type="checkbox"/> Other:                               |
| <input type="checkbox"/> Licensed chiropractor             | <input type="text"/>  |
| <input type="checkbox"/> Registered occupational therapist |   |

**Disability Information**

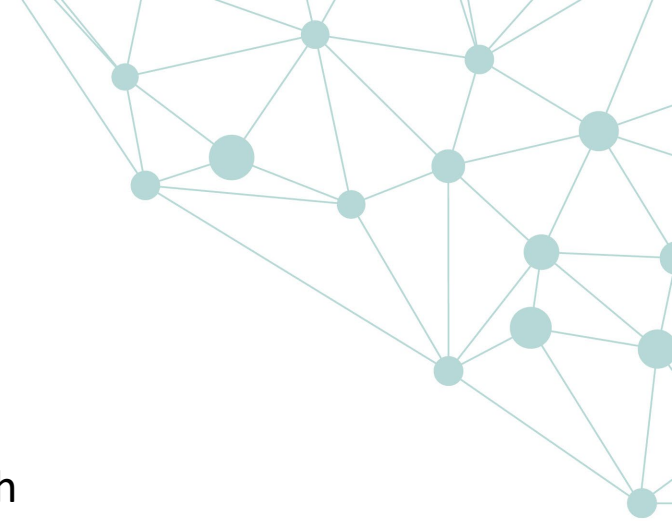
How is the applicant's mobility affected?



Flagging that Section 2 of the application needs to be completed by a medical/health care professional.



Most importantly they need to be registered. A Registered Social Worker could complete Section 2.





**Universal Support Person (USP)**

Specialized Transit drivers assist passengers from one accessible door to another accessible door, but **do not** provide onboard care or assist passengers beyond the accessible entrance of their pick-up or drop-off location.

**In order to travel unaccompanied on Specialized Transit, is the applicant able to independently:**

- a) Recognize their destination and communicate to the vehicle operator if they are about to be dropped off at the wrong location.  Yes  No  Occasionally
- b) Get help if they are dropped off at a wrong location.  Yes  No  Occasionally
- c) Be safely left unattended on the vehicle with other riders when the operator is away from the vehicle (i.e. they are not at risk of exiting the vehicle and wandering).  Yes  No  Occasionally
- d) Transfer into/out of a vehicle without assistance?  Yes  No  Occasionally
- e) If applicable, maneuver their mobility device to travel to and from the vehicle.  Yes  No  Occasionally

Are there any other reasons why you feel the applicant requires a support person when travelling with Specialized Transit?

Yes  No

If yes, explain:

In your opinion and based on your answers above, the applicant requires a support person:

Always  Occasionally  Never

**Signature** (Medical/Health Care Practitioner):

Date (yyyy-mm-dd):

## Universal Support Person

- The Universal Support Person form is found on page 7 of the Application for Specialized Transit and is completed by a registered medical/health care professional.
- Once a customer is approved to have a support person they will be given a card to indicate this approval. There is no need for support persons to apply. The customer can take anyone with them provided they are an adult. If there is more than one person traveling with the customer, they become a fare paying guest.
- Specialized Transit drivers assist passengers from one accessible door to another accessible door, but do not provide onboard care or assist passengers beyond the accessible entrance of their pick-up or drop-off location.



## Do Specialized Transit Applications need to be submitted on an annual basis?

- Currently, applications only have to be resubmitted if the customer was granted a temporary status.
- Cross-boundary referrals will need to be resubmitted on an annual basis. The customer could have their home service provider resend the updated information. (\* Customers must apply for specialized services in the place they live. However, they can use neighbouring town/city/region transit if their home service provider sends information on their behalf. For example, if a customer living in Hamilton wants to travel on specialized transit within Niagara then Hamilton would need to send their information to the Niagara Transit office directly to register. Alternatively, if one of our customers needed to travel to Hamilton, Burlington, Oakville, etc., we can send their information to other transit agencies.)



## Specialized Vehicle Specifications

- Voyago accessible vehicles have 3 ambulatory and 2 accessible, their non accessible seats sit 6.
- Promaster could have the following allowed capacity configurations: 3 walker; 4 ambulatory, 1 wheelchair; 3 ambulatory, 2 walker; 4 ambulatory, 1 scooter. The larger paratransit buses can roughly hold up to 14 ambulatory maximum but is very rare.

Promaster (Specialized)



Voyago (Microtransit/Specialized)



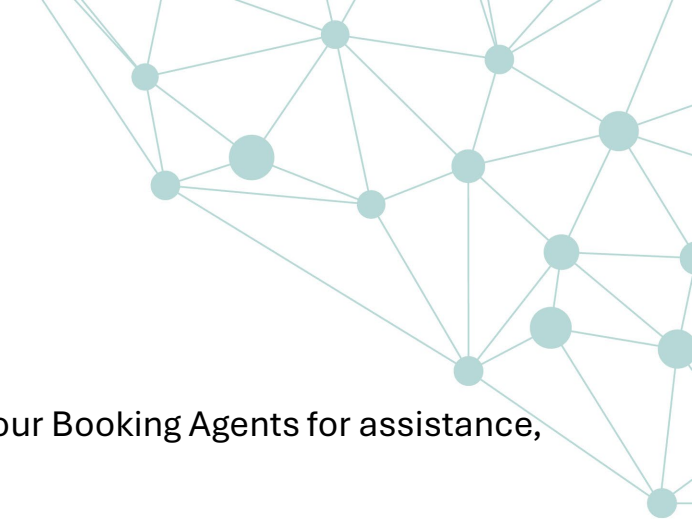
## Things to consider when booking a trip

- **Write Down Booking Details:** Jot down your booking details for quick reference and to ensure you have all the necessary information readily available.
- **Allow Extra Travel Time:** Please allocate extra travel time for your trip, as it may take up to 60 minutes to reach your destination. This additional time ensures you have a comfortable and stress-free trip.
- **Shared ride service:** We offer a shared ride service, which means other riders may be on board during the trip, the travel route may be altered to accommodate other riders, and the vehicle may stop and pick up other riders as it travels to your destination.
- **First-Come, First-Served Basis:** Our trips are scheduled on a first-come, first-served basis. While we strive to accommodate everyone's requests, please understand that you may not always receive the exact time you initially requested.
- **15-Minute Pick-up Window:** Your designated driver will arrive within a 15-minute pick-up window from your requested time. We kindly ask that you be ready at the first accessible door to board your vehicle promptly at the beginning of this window.
- **Be Ready at the First Accessible Door:** To streamline the boarding process, please ensure you are prepared to board your vehicle at the first accessible door as soon as your driver arrives within the designated pick-up window.
- **No-Show Policy:** If your driver arrives and does not see you, they will wait up to 5 minutes before marking you as a no-show. Consistent instances of no-shows may result in a suspension of our service.



## Things to consider when booking a trip...continued

- **Late Vehicle:** Should your vehicle be delayed by more than 15 minutes, please do not hesitate to contact our Booking Agents for assistance, 1-833-678-5463 option1. Your arrival time is still 95% guaranteed.
- **Update Contact Information:** It is crucial to keep your contact information up-to-date to facilitate smooth communication between you and our team.
- **No Changes in Transit:** Customers are not permitted to change their destination or pick-up times while in transit. Please communicate any modifications to us before the start of your trip by contacting our Booking Agents or using your mobile app.
- **Multiple Trips:** If you have multiple trips booked in a day, please note that each booking is considered an individual trip. Therefore, you must exit the vehicle at the end of each trip and transfer to another vehicle for your next journey. Remaining in the vehicle between trips is not allowed to ensure the efficient operation of our service.
- **Account Deactivation:** Your account will be deactivated if you have not used the service for **24 months**. You must submit a new application with updated medical information to resume using the service.
- **Booking Time:** Passengers may stay on board for up to one hour. There must be a one-hour gap between booking times to ensure enough travel time and to avoid dispatching a return ride before reaching the destination.
- **Parking Under Canopies:** Drivers are not permitted to drive under canopies. If your residence or the address you are visiting has a canopy, please know that your driver will park outside the canopy. This is for safety and logistical reasons.



## Cancelling a Trip

- Given the high demand for the service, customers must call and cancel any trips they do not require as soon as they know it will not be needed.
- Scheduled trips not cancelled within four (4) hours of the scheduled pick-up time will be recorded as a “late cancellation.” Excessive late cancellations and/or no-shows could result in suspending an individual’s registration.
- Late Cancellation: occurs when a trip is cancelled by the registrant within four (4) hours before the booked trip. Trips that are cancelled by leaving a voicemail when the office is closed are considered on-time if the 4-hour period is adhered to.
- “No-Show”: occurs when a registrant does not show up at the pick-up point at the booked time. Note that Specialized Transit clients are provided an allowance of five (5) minutes of operators.
- Please note that should any customer have a pattern of continued No-Shows and Late Cancellations; their service will become limited. Within 30 days, if a client has at least 4 late cancels or no-shows, and the total of their late cancels and no-shows is 40% of their total bookings in those 30 days, they get added to the Booking Limitation list. The booking limitations last for 1 week; they can only have 4 rides booked at any given time, and they can only book 48 hours in advance while limited.
- Suspension from Service may occur if a customer continues to violate the “No-Show” or late cancellation policies and has gone through multiple (3) service limitations.

# Booking Option #1: Apps

Apps found here: [Niagara Transit Mobile Apps - Niagara Region Transit \(nrtransit.ca\)](https://nrtransit.ca)

## How to Use Microtransit

You will need these apps installed and follow the steps below.



### Transit App Purchasing Passes and Trip Planning

Use the Transit App to purchase single or multiple passes and plan your trip, including multi-modal journeys.

[Learn More](#)

[Transit App](#)



### Niagara Region Transit Plus Booking Microtransit and Specialized

Book a ride using the NRT+ app. Download now and travel beyond the limitations of conventional bus routes in Niagara.

[Learn More](#)

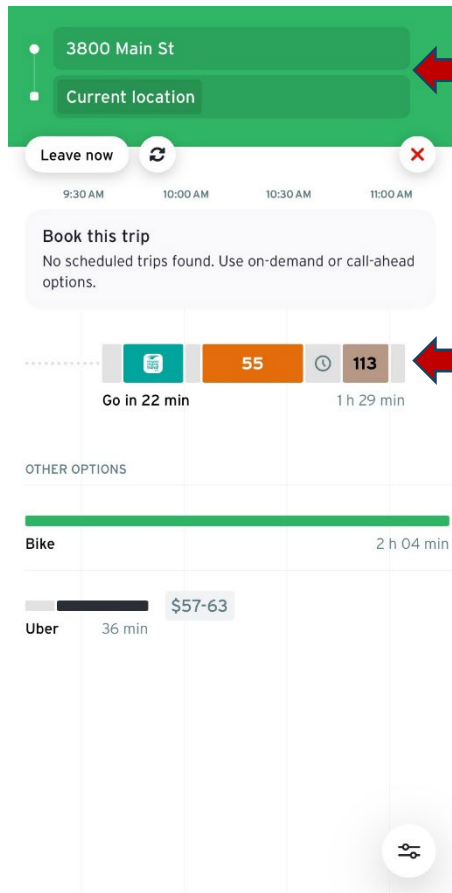
[NRT+ App](#)

[NRT+ Online](#)

Or scan the QR Code with your phone's camera:

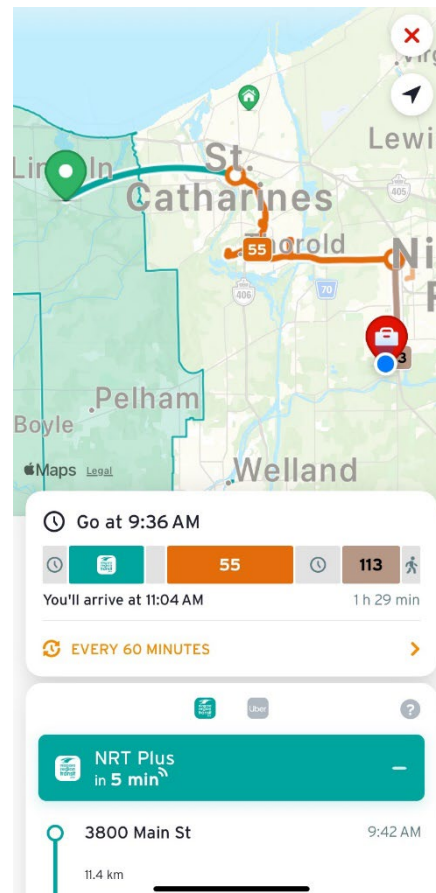


# How to use the Apps



Type in the pick-up location and your destination.

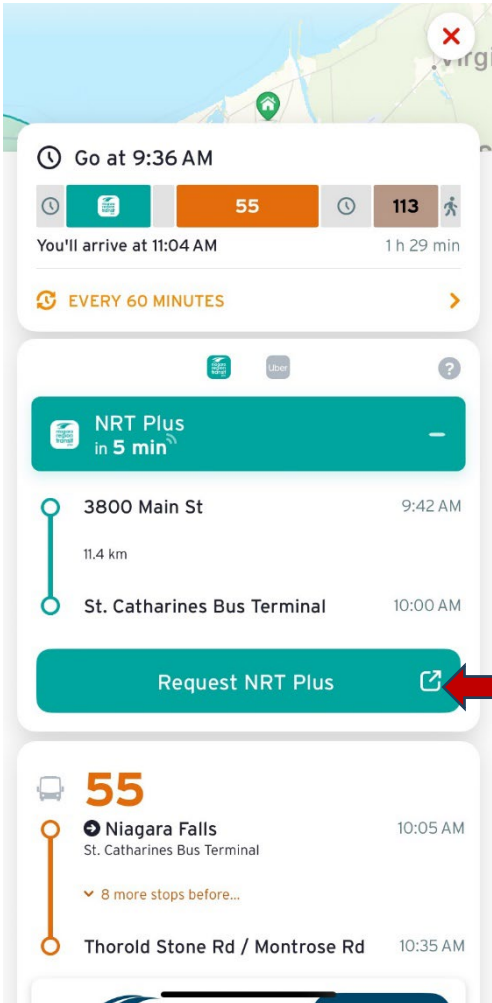
Your trip options will appear. Click on the trip option you want.



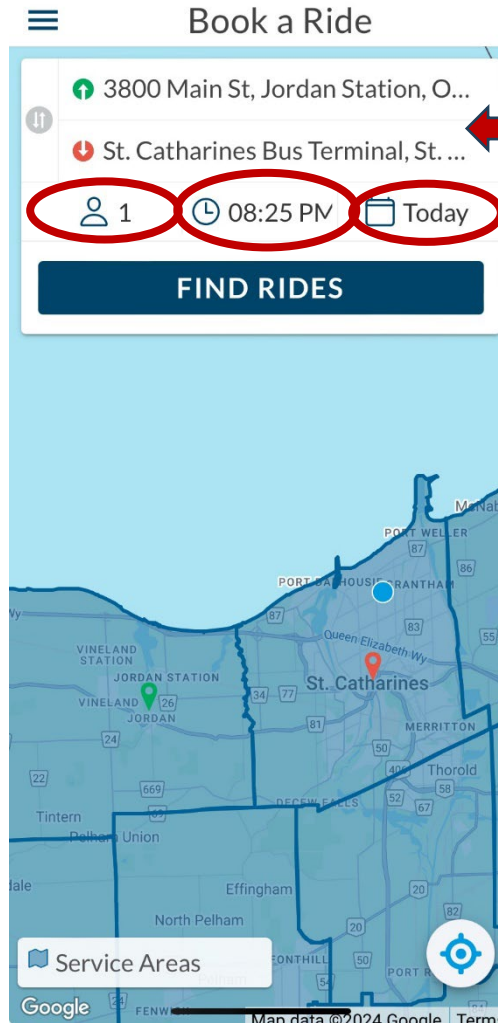
Your trip is mapped out here.

Your trip steps are shown here



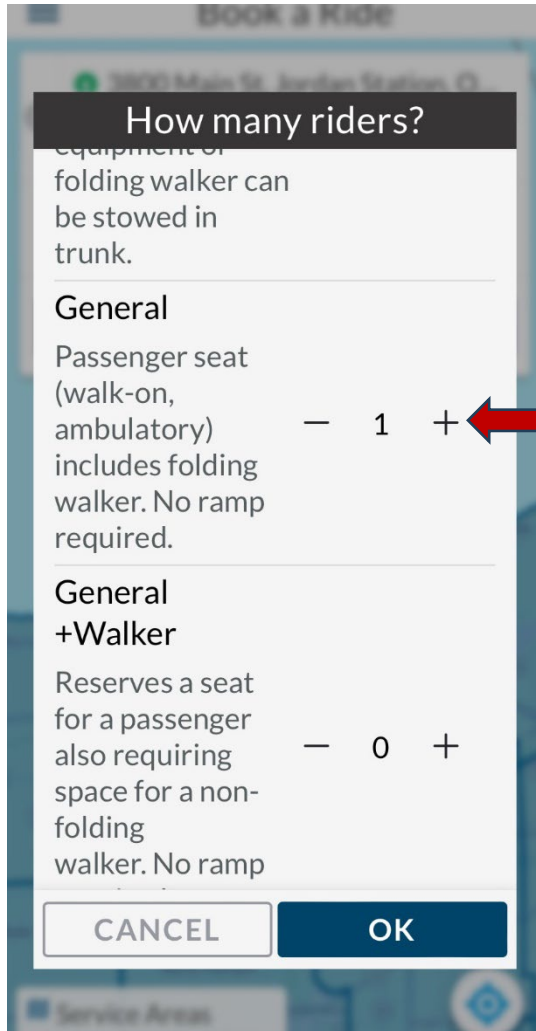


Click here to  
be brought  
to the  
Niagara  
Transit Plus  
App to book  
your  
Microtransit  
portion of  
the trip.



This is the Niagara Transit Plus App.  
Enter your pick-up and drop off locations here.

Edit number of riders, pick up time and travel  
date here.



**How many riders?**

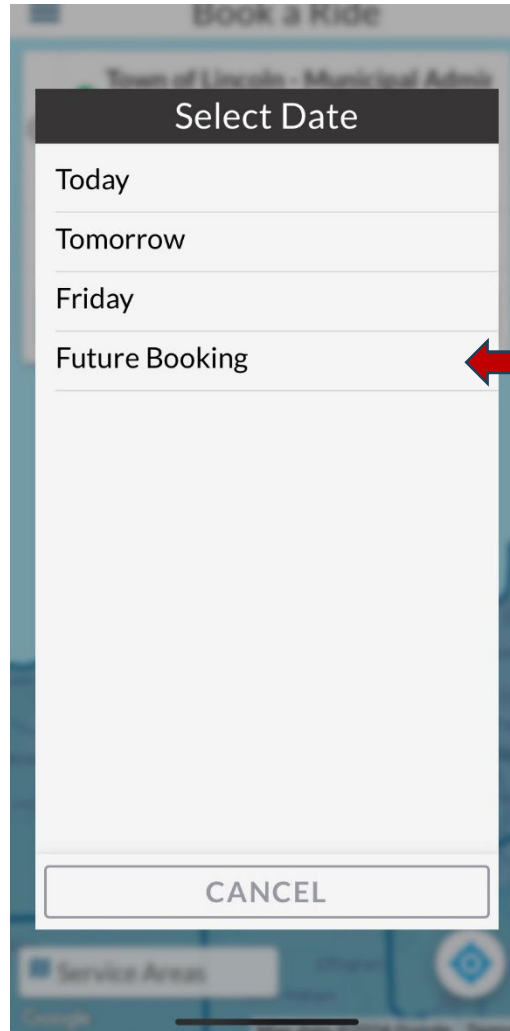
Equipment or folding walker can be stowed in trunk.

**General**  
Passenger seat (walk-on, ambulatory) includes folding walker. No ramp required. - 1 +

**General +Walker**  
Reserves a seat for a passenger also requiring space for a non-folding walker. No ramp. - 0 +

CANCEL OK

Input how many riders there will be. Ensure you pick the right level of accessibility.



**Select Date**

Today

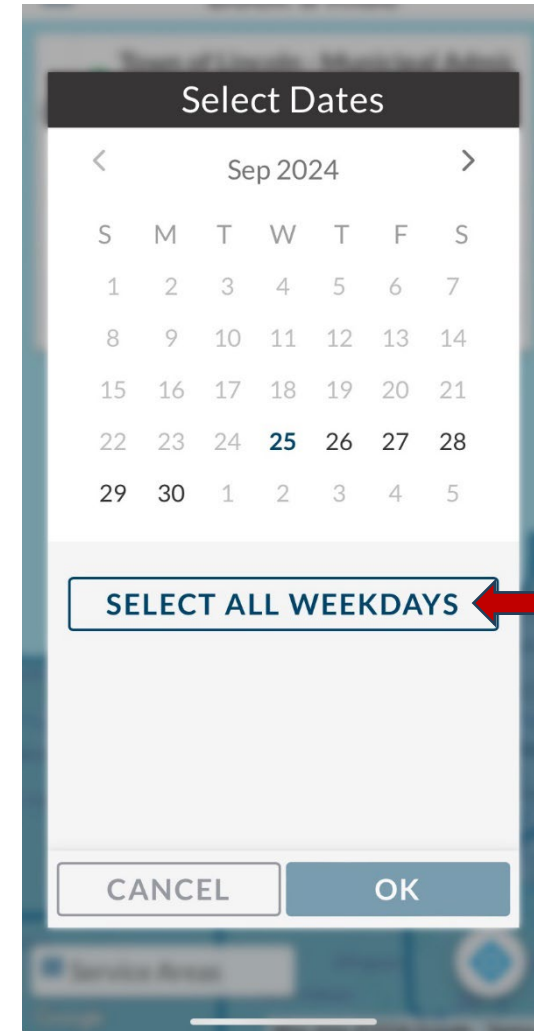
Tomorrow

Friday

Future Booking

CANCEL

Click "Future Bookings" to select a series of dates.



**Select Dates**

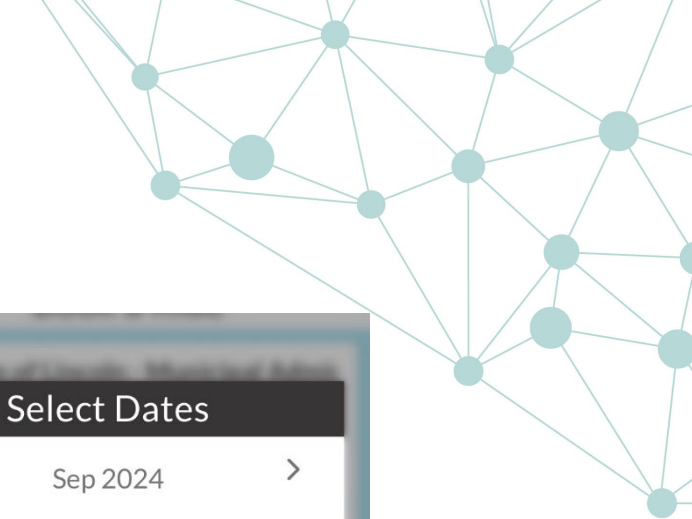
< Sep 2024 >

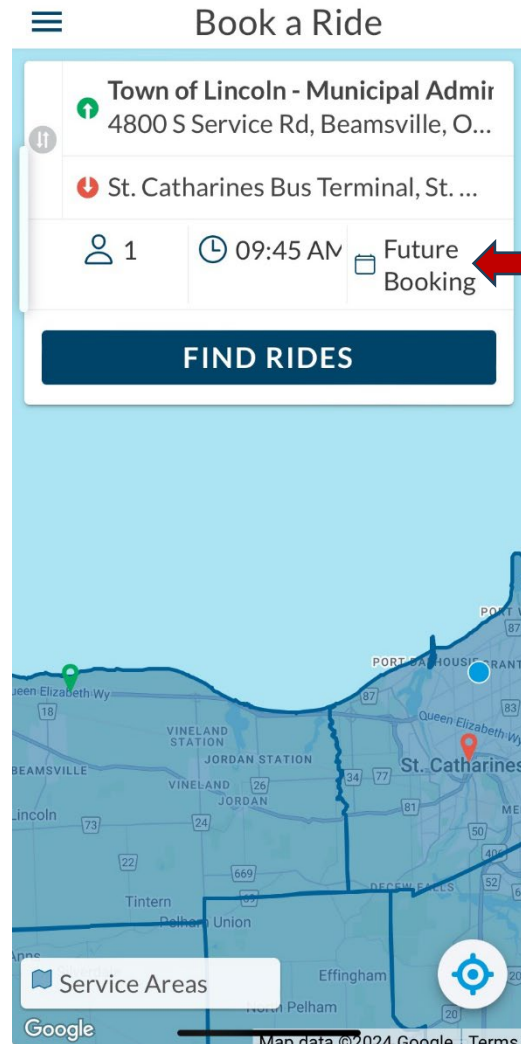
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

SELECT ALL WEEKDAYS

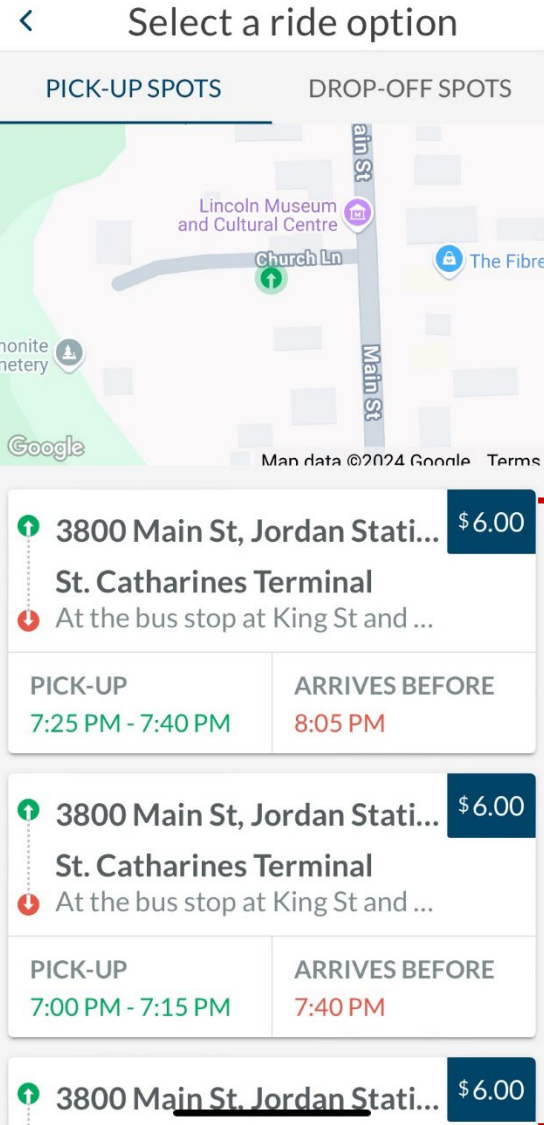
CANCEL OK

Click here to select the days you need.





You will be brought back to this screen where you can click "Find Rides"



PICK-UP SPOTS	DROP-OFF SPOTS
3800 Main St, Jordan Stati...	St. Catharines Terminal
At the bus stop at King St and ...	
PICK-UP 7:25 PM - 7:40 PM	ARRIVES BEFORE 8:05 PM
3800 Main St, Jordan Stati...	St. Catharines Terminal
At the bus stop at King St and ...	
PICK-UP 7:00 PM - 7:15 PM	ARRIVES BEFORE 7:40 PM
3800 Main St, Jordan Stati...	

Here you choose your pick-up time. If you had selected multiple dates in a previous step, this pick-up time selection will be for all dates.

Select a ride option

PICK-UP SPOTS DROP-OFF SPOTS

**Pick this ride?**

1

**PICK-UP**  
3800 Main St, Jordan Station,  
ON LOR 150, Canada

Date: Sep 26, 2024  
Pick-up 7:25 PM - 7:40 PM  
Thursday  
Please be ready for the driver at  
the beginning of your pickup  
window.

**DROP-OFF**  
St. Catharines Terminal  
At the bus stop at King St and  
Carlisle St

Date: Sep 26, 2024  
Arrive by 8:05 PM Thursday

**Additional instructions:** At the bus  
stop at King St and Carlisle St

CANCEL OK

You will be asked to  
confirm your choice.

Available Days

Sep 2024

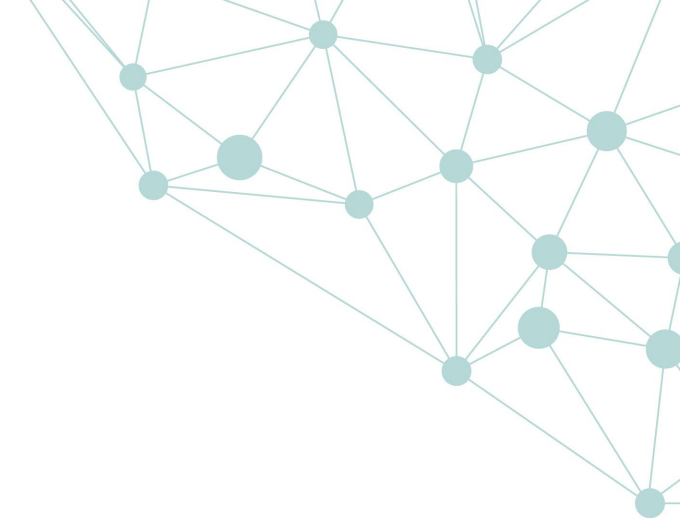
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Available Unavailable

2 available days

REVIEW BOOKING

If you choose  
multiple days your  
confirmation of what  
days are available will  
be shown.



< Booking Details

Instructions

**DROP-OFF**  
St. Catharines Terminal  
At the bus stop at King St and Carlisle St  
Arrive by 8:05 PM Thursday  
Additional instructions:  
At the bus stop at King St and Carlisle St

Payment

Subtotal: \$6.00

You Pay: \$6.00

Payment Method **CHANGE**

Mobile Fare  
Transit App payment

Coupon Code  
e.g. HALFPRIce

You can change your payment method here.

Book your trip by clicking this button

Select Payment Method

Fare Exempt  
This includes Child - 12 years or younger, USSP Card holders, Active Duty Military, Veterans presenting CAFS Card, First Responders while on duty, UPass, CNIB, NTC Employees in uniform/employee pass, NRT Cares Pass. All Cards and Passes must be presented at the time of boarding

Transfer  
Present transfer at the time of boarding

Mobile Fare  
Please select this option if purchasing fares via Transit App and ensure to complete your purchase on the Transit App. Present proof of payment on the Transit App at time of boarding

Transit Pass  
present physical pass at time of boarding

Cash  
must have exact fare, change will not be provided

UPCOMING PAST

**Ride Booked!**

3800 Main St, Jordan Station, ON LOR 1S0, Canada

St. Catharines Terminal  
At the bus stop at King St and Carlisle St

7:25 PM - 7:40 PM ..... 8:05 PM

Sep 26, 2024

Once you hit "Book Now" you'll receive this booking confirmation

Click here to view upcoming and past rides

☰ My Rides

**UPCOMING** PAST

Beyond 1

↑ 3800 Main St, Jordan Station,  
ON LOR 1S0, Canada

↓ St. Catharines Terminal  
At the bus stop at King St and  
Carlisle St

7:25 PM - 7:40 PM ..... 8:05 PM

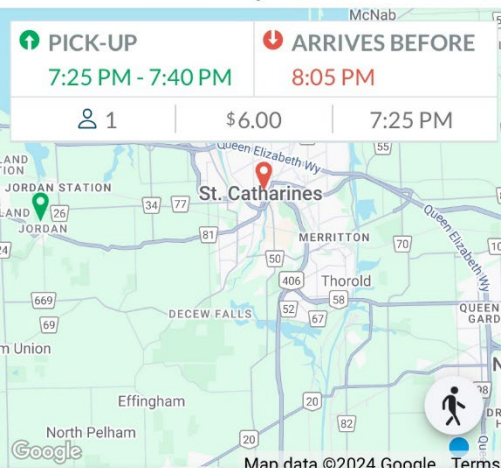
📅 Sep 26, 2024 **VIEW DETA...**

Click this button to review  
your trip.

< Track My Ride 🔊

🟢 PICK-UP 7:25 PM - 7:40 PM 🟠 ARRIVES BEFORE 8:05 PM

👤 1 \$6.00 7:25 PM



✖ Cancel The Ride

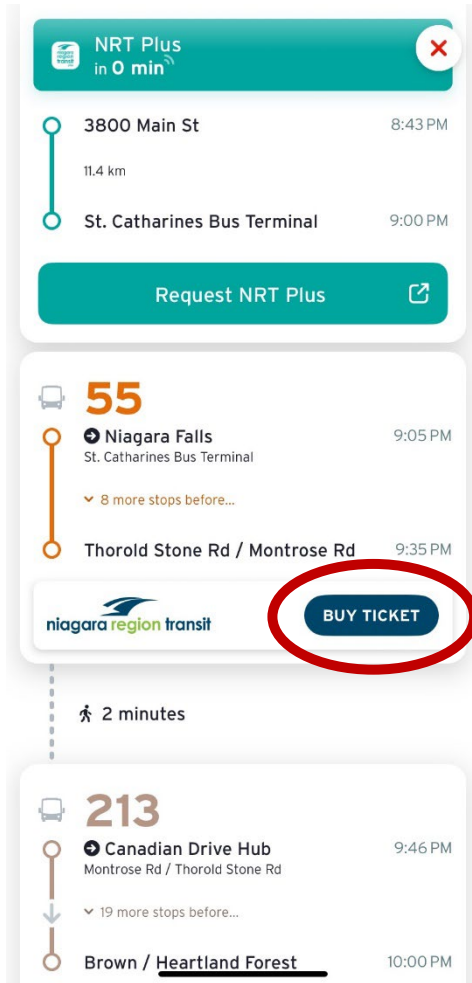
**Driver Details Not Available**  
Your driver details will be shown when  
your stop is next.

👤 1 \$6.00 7:25 PM

🟢 PICK-UP  
3800 Main St, Jordan Station, ON  
LOR 1S0, Canada

Date: Sep 26, 2024  
Pick-up 7:25 PM - 7:40 PM Thursday  
Please be ready for the driver at the  
beginning of your pickup window.

✍ Add Special Instructions



**NRT Plus**  
in 0 min

3800 Main St 8:43 PM  
11.4 km  
St. Catharines Bus Terminal 9:00 PM

Request NRT Plus

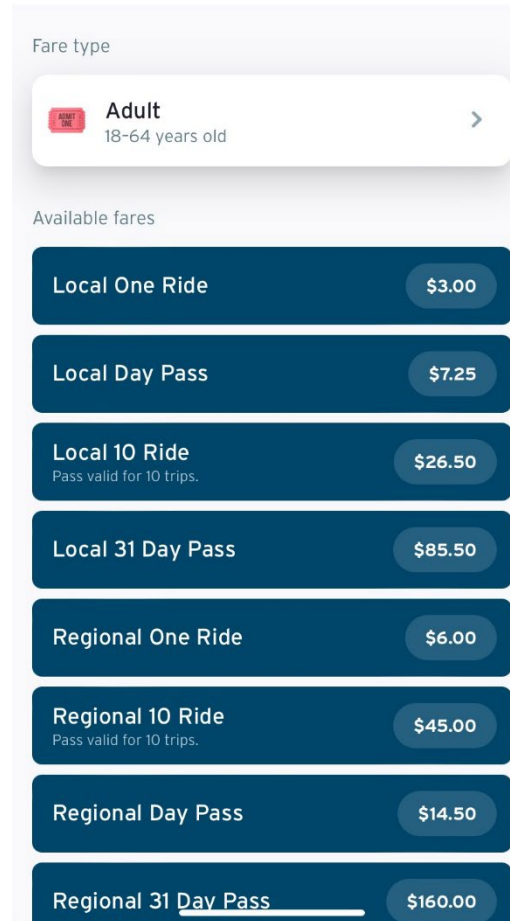
**55**  
Niagara Falls 9:05 PM  
St. Catharines Bus Terminal  
8 more stops before...  
Thorold Stone Rd / Montrose Rd 9:35 PM

niagara region transit **BUY TICKET**

2 minutes

**213**  
Canadian Drive Hub 9:46 PM  
Montrose Rd / Thorold Stone Rd  
19 more stops before...  
Brown / Heartland Forest 10:00 PM

Return to the Transit App and select "Buy Ticket" if you are paying with mobile fare.



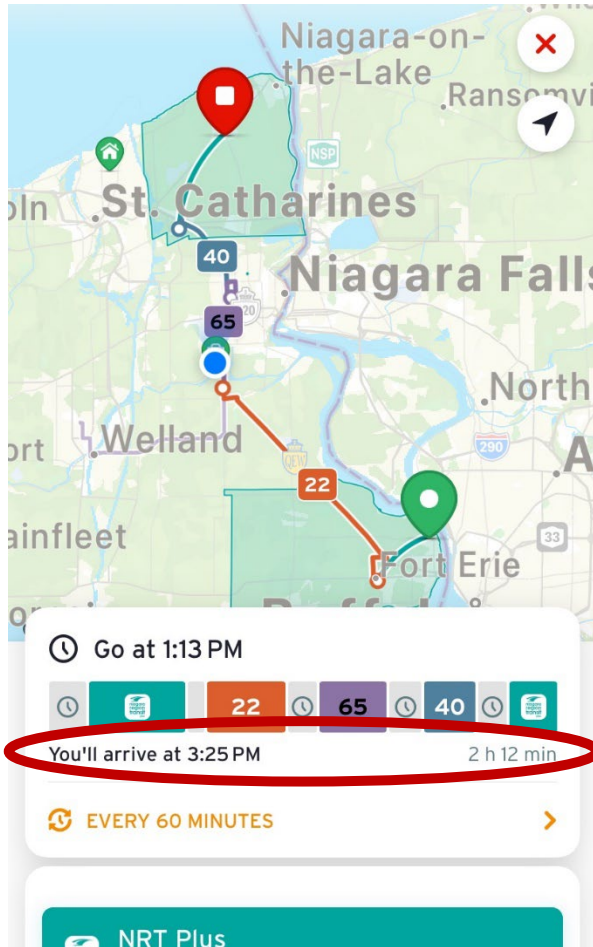
Fare type

**Adult**  
18-64 years old

Available fares

Local One Ride	\$3.00
Local Day Pass	\$7.25
Local 10 Ride <small>Pass valid for 10 trips.</small>	\$26.50
Local 31 Day Pass	\$85.50
Regional One Ride	\$6.00
Regional 10 Ride <small>Pass valid for 10 trips.</small>	\$45.00
Regional Day Pass	\$14.50
Regional 31 Day Pass	\$160.00

You will be brought to this page where you can pick the appropriate pass you want.

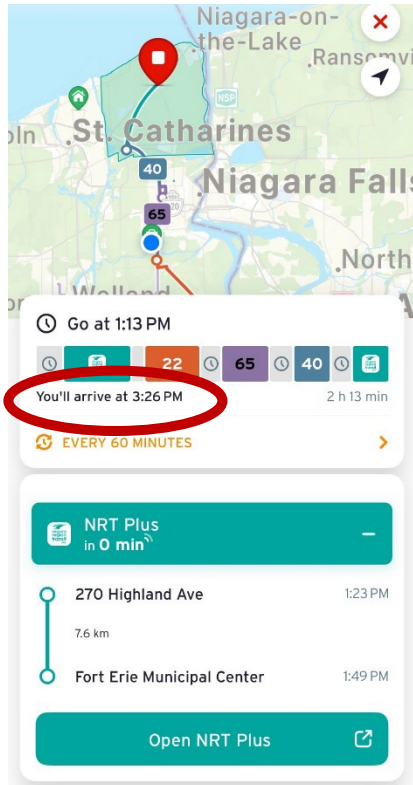


## Defined Travel Times

- Your travel time will be set when you book your ride.
- You'll know how long your journey will take in advance, allowing you to plan your day better.
- The defined travel times are calculated based on distance, traffic conditions, and the number of passengers sharing the ride.



# 95% On-Time Arrival Guarantee

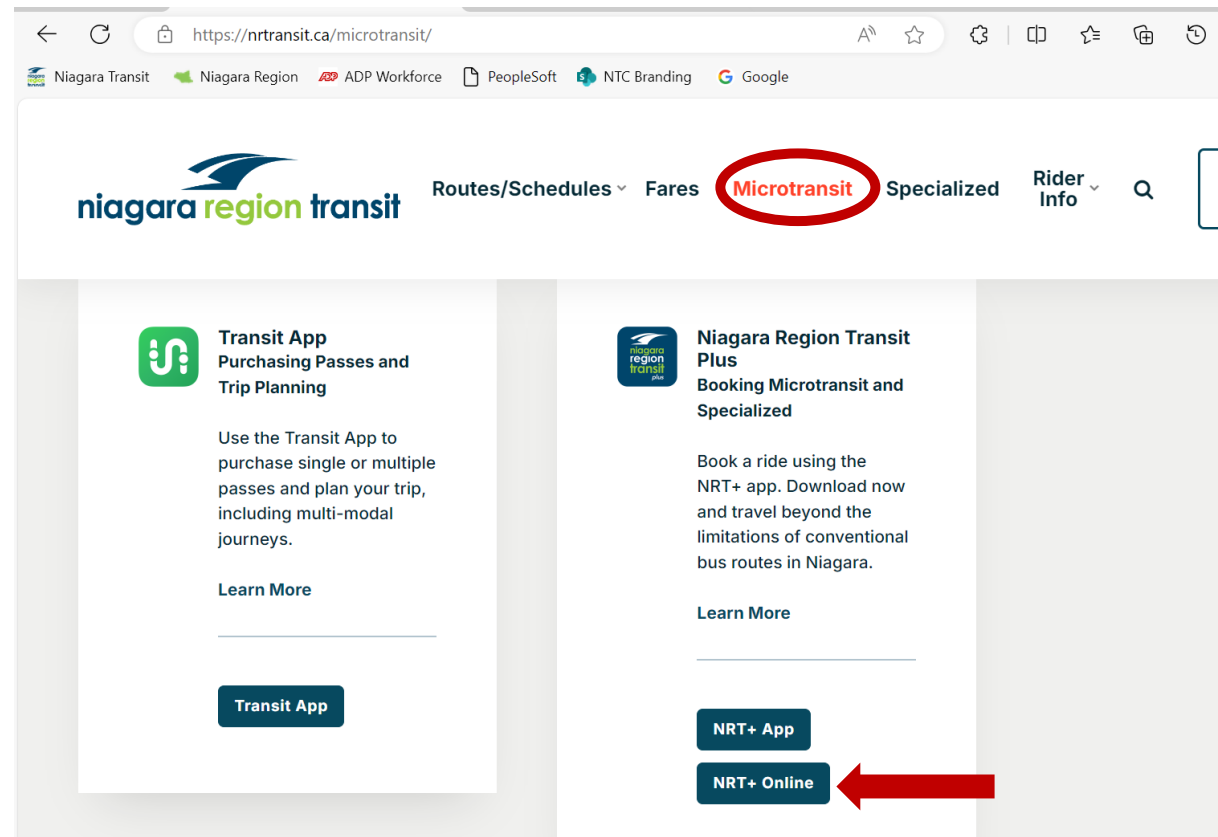


- We are committed to ensuring that at least 95% of rides arrive on time.
- This guarantee means that, except for rare exceptions, your vehicle will arrive at your destination within the scheduled window you've requested.
- This commitment helps ensure you can depend on our service for your daily commutes and other essential trips.

# Booking Specialty Transit Option #2

- Booking online

[Microtransit - Niagara Region Transit \(nrtransit.ca\)](https://nrtransit.ca)



The screenshot shows the website <https://nrtransit.ca/microtransit/>. The navigation menu includes "Routes/Schedules", "Fares", "Microtransit" (circled in red), and "Specialized". The "Microtransit" section contains two main options:

- Transit App Purchasing Passes and Trip Planning**: Use the Transit App to purchase single or multiple passes and plan your trip, including multi-modal journeys. [Learn More](#) [Transit App](#)
- Niagara Region Transit Plus Booking Microtransit and Specialized**: Book a ride using the NRT+ app. Download now and travel beyond the limitations of conventional bus routes in Niagara. [Learn More](#) [NRT+ App](#) [NRT+ Online](#)

A red arrow points to the "NRT+ Online" button.

# Booking Specialty Transit Option #3

## Option #3

- Booking and Dispatch at 1-833-678-5463

## Service Hours

- Booking and Dispatch - 7:00 a.m.-11:00 p.m., Monday - Saturday
- Customer service hours - 7a.m.-11 p.m. Monday – Saturday, 10 a.m.-6 p.m. on Sunday and Holidays