



# Cobourg Rides

GET THE APP BOOK A RIDE



[cobourg.ca/rides](http://cobourg.ca/rides)

Cobourg's first on-demand transit service.

The Town of Cobourg offers an on-demand bus transportation for our community.



## HOURS OF OPERATION

**All Riders (including WHEELS):**

**Monday to Friday:** 6:15 a.m. to 9 p.m.

**Saturday:** 8:15 a.m. to 6:45 p.m.

**Sunday:** 8:45 a.m. to 3:45 p.m.



## TICKET OPTIONS

### Single Ride

\$2.50

### Ride Passes

10 - \$25.00

20 - \$50.00

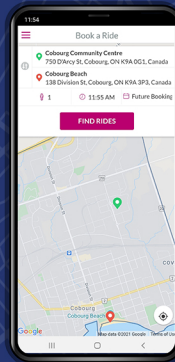
### 30-day Passes

Adult \$65.00

Senior \$48.75

Student \$48.75

Visit our website to view the interactive map of virtual stops and find more information.



Download the app!

### Pick-Up On-Demand

Book, pay, and track your ride from any computer, tablet or smartphone.



## Here's how it works:



Download the app, book online or call in to arrange your ride.



Choose the nearest pick-up and drop-off location using the map.



Pay through your secure online account or pay cash onboard.



Track your ride in real-time, hop on and enjoy the ride!

### Other On-Demand Booking Options:



TELEPHONE

905-373-0582



ONLINE

[cobourg.ca/rides](http://cobourg.ca/rides)

# Frequently Asked Questions



## Q: How is on-demand different from traditional (fixed route) transit service?

A: Most transit services have fixed routes, bus stops and schedules. Buses must continue on the route even if there are no passengers. With the on-demand service, passengers must request transportation in advance. There is no set schedule and if there are no riders, the bus can be parked until there is a request for service.

## Q: How does the service work?

A: On-demand is similar to Uber or other ride-hailing companies. Customers will need to register an account either online or by calling 905-373-0582. Trips can then be booked up to one-week in advance either through the mobile app (computer or smart phone) or by calling 905-373-0582. You will be asked to provide a pick-up and drop off location (existing transit stop or virtual stop) as well as the time you would like to be picked-up. You do not need a cell phone to utilize the service. If you are completing a roundtrip, you can book the return trip at the same time.

## Q: What payment options are there?

A: Riders may choose to pay through a single cash fare, purchase tickets, or purchase a reloadable Smart Card. Cobourg Transit Smart Cards are available as a monthly pass or as a 10 or 20 Rides Pass with a one time additional \$5 fee for the first card purchased. Smart Cards may be purchased by calling 905-372-4555, in-person at the Victoria Hall Finance Department (55 King Street West) or online at [cobourg.ca/smartcards](http://cobourg.ca/smartcards). The 10 or 20 Ride Passes can also be reloaded on-board any transit vehicle.

## Q: I want to be picked up at a specific address. Why isn't this service door-to-door?

A: On-demand service operates 'curb-to-curb,' meaning that the bus will stop at the curb next to the location requested for pick up (virtual stop or transit stop). Our On Demand service now combines both Conventional and Specialized riders; by utilizing smaller vehicle size, all vehicles can service all Cobourg riders on all streets in the Town.

## Q: What is a virtual stop?

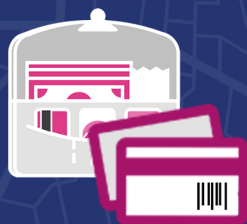
A: A virtual stop is a pre-determined location that can be selected by a rider as a pick up or drop off location. There are many virtual stop locations around all areas of Town for you to choose from. The bus must pick you up or drop you off at either a virtual stop or existing transit stop. Virtual stops are specifically located where the transit vehicles can access and where riders can easily and safely board and disembark. Virtual stops have been spaced so that there is a very short walking distance from most addresses.

## How Does it Work?



### BOOK

Create an account, select your pick-up and drop-off locations, and confirm your route.



### PAY

Add a payment method using a credit card or Visa-debit, or pay cash onboard.



### PICK-UP

Track your ride in real-time and be ready for pick-up when your vehicle arrives.



### RIDE

Hop on, relax and enjoy your ride to your drop-off location.