



SARNIA'S SPECIALIZED TRANSIT SERVICE

Rides on Demand

Pilot Project

- ✓ A new same-day service for Care-A-Van clients
- ✓ Request rides in real time from your mobile device
- ✓ No advance booking

Phase 1

Monday to Friday

10:00 am to 2:00 pm

Coming Soon.....

Phase 2 Extended Hours

Phase 3 Weekends Added

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Download the App

Download the 'Rides on Demand' app from the App Store or Google Play



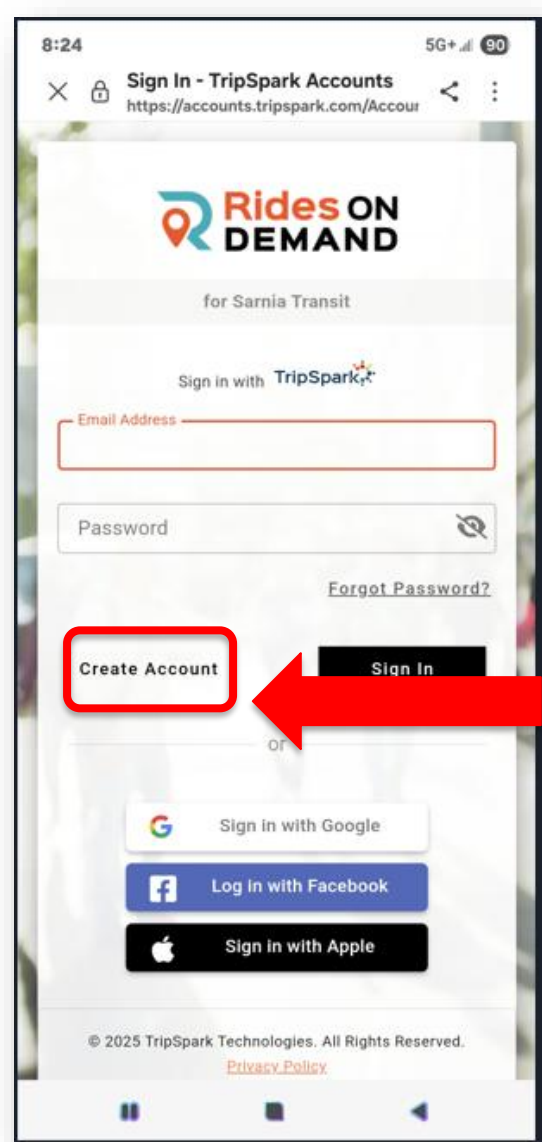
Create an Account

Open the app and log in as a passenger.

If you already use our Passenger Portal, log in with the same account information.



If you do not have an account, select **‘Create Account’**

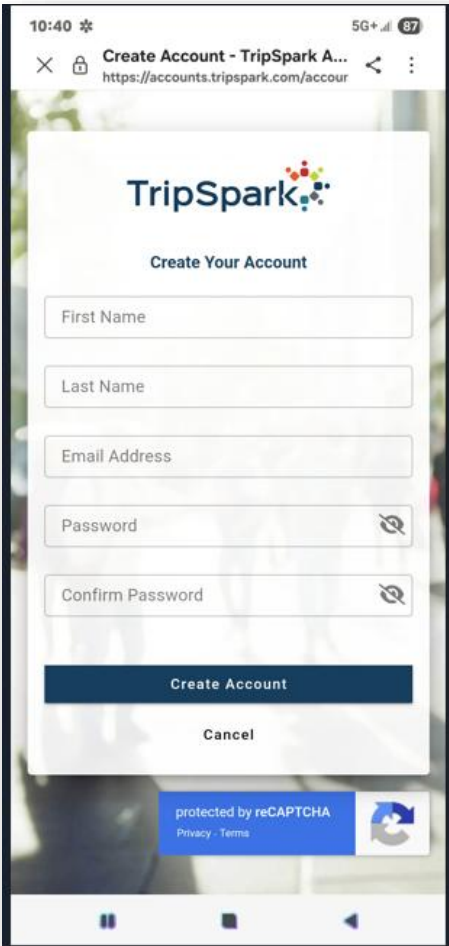


You will be redirected to the page for you to enter all the following

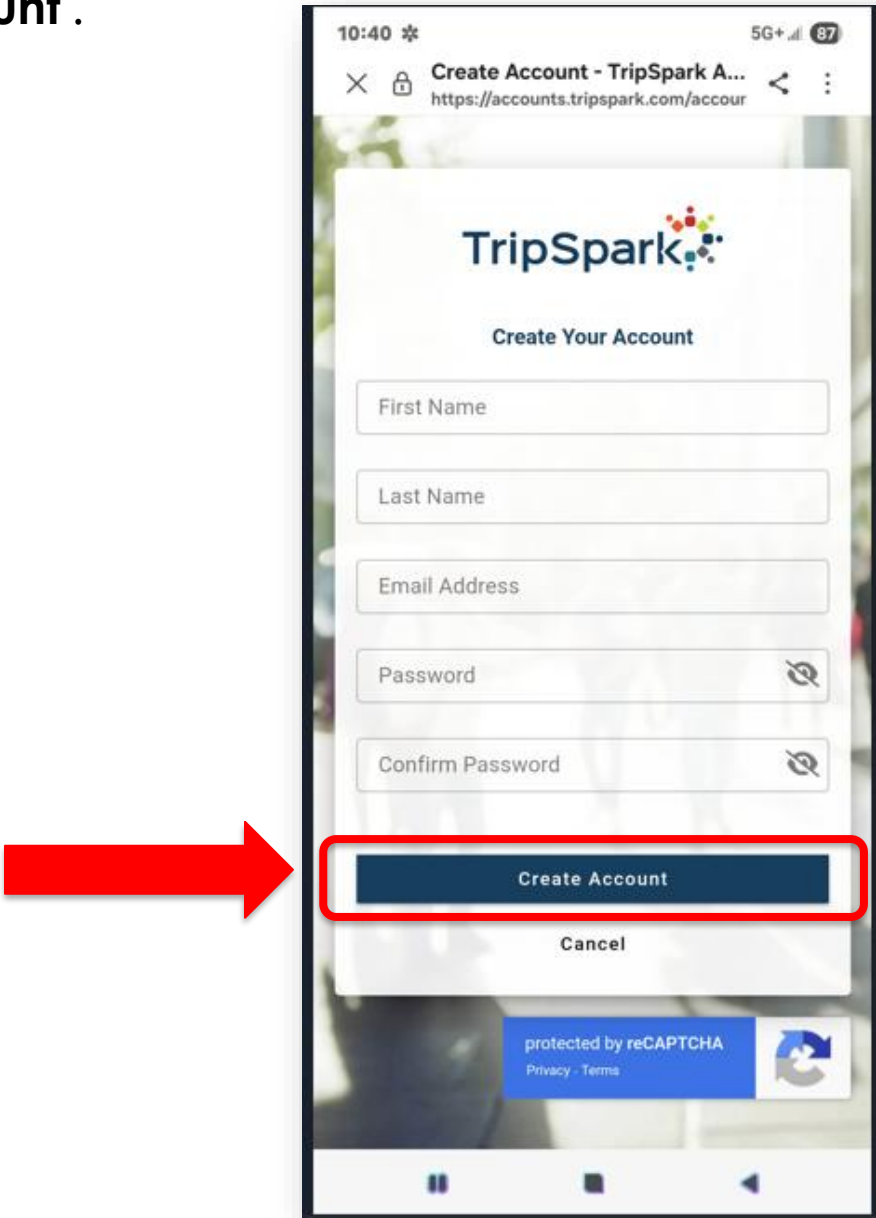
- ✓ **Name**
- ✓ **Telephone**
- ✓ **Email**
- ✓ **Password**

Password Criteria:

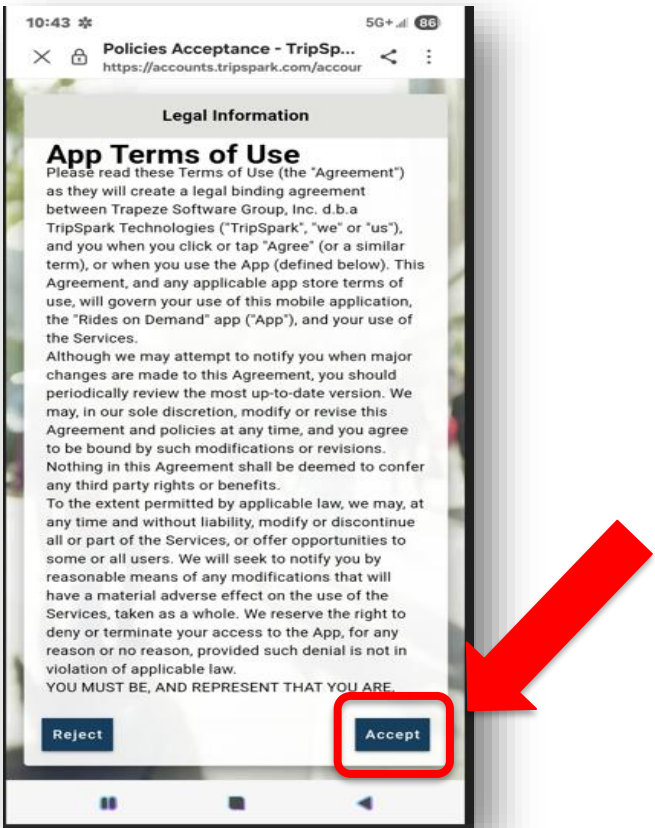
- ✓ **At least one (1) special character**
- ✓ **At least one (1) number**



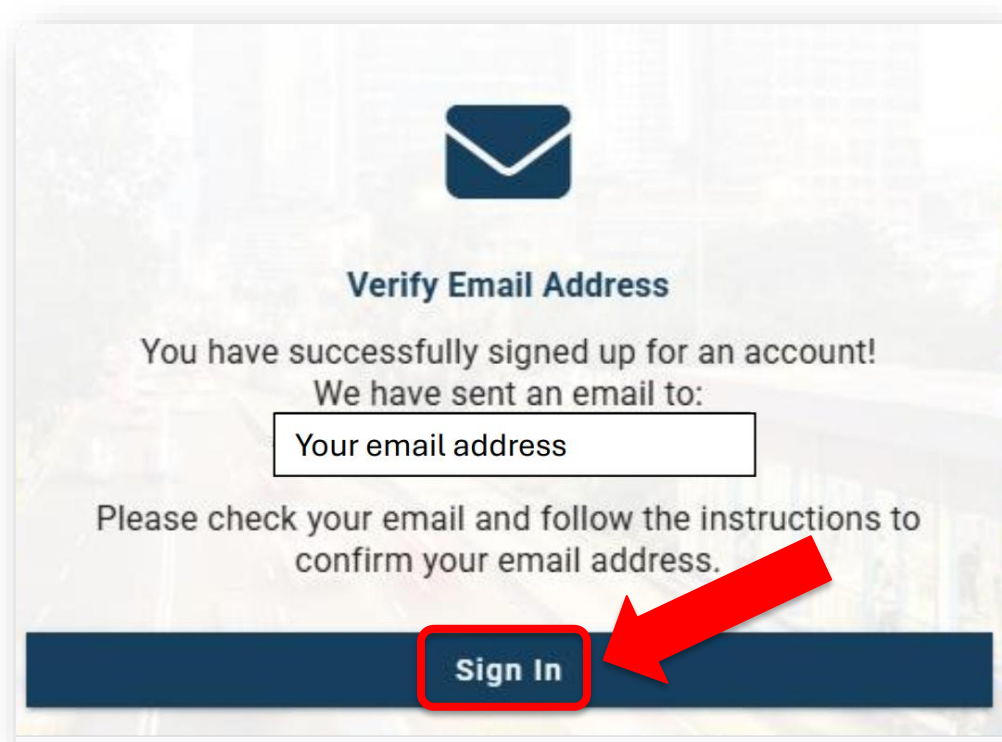
Once all the required information is filled out, select '**Create Account**'.



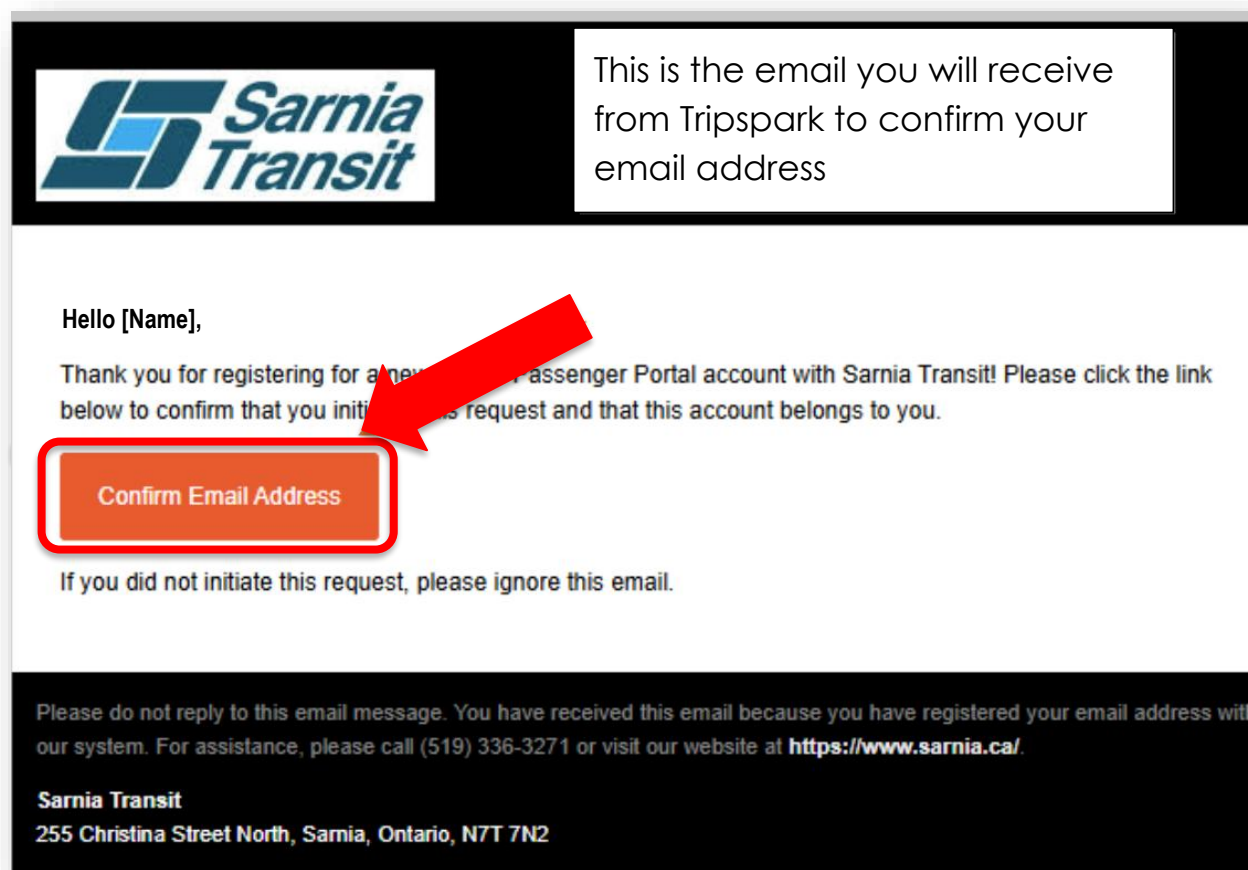
Accept the '**Terms of Use**'



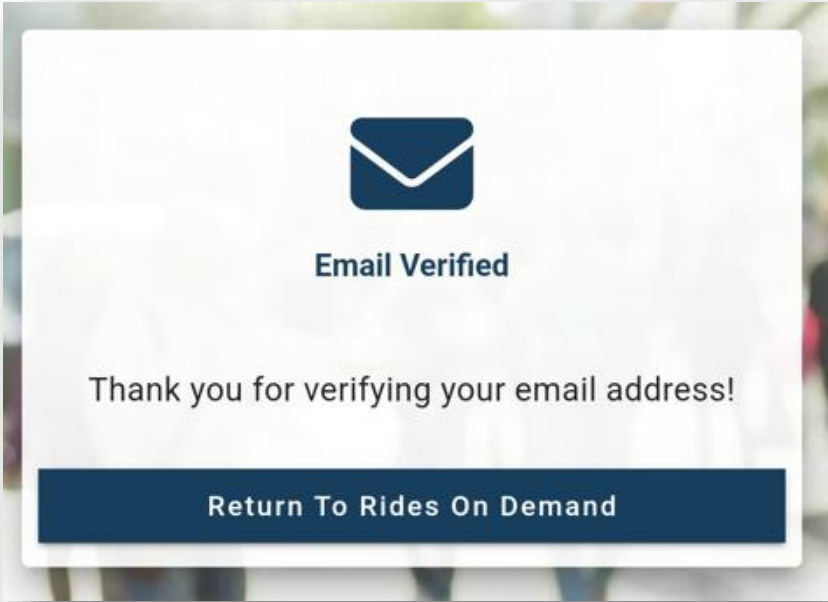
You will receive a notification that you need to confirm your email address



The email you receive will appear as follows:

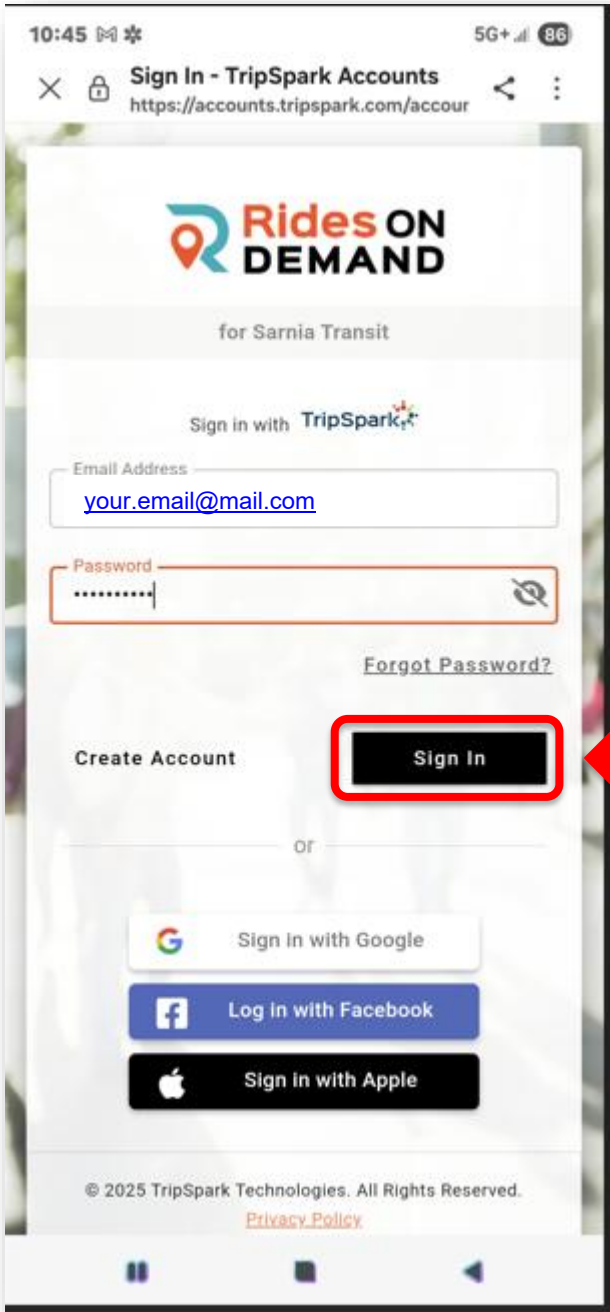


Select ‘**Confirm Email Address**’

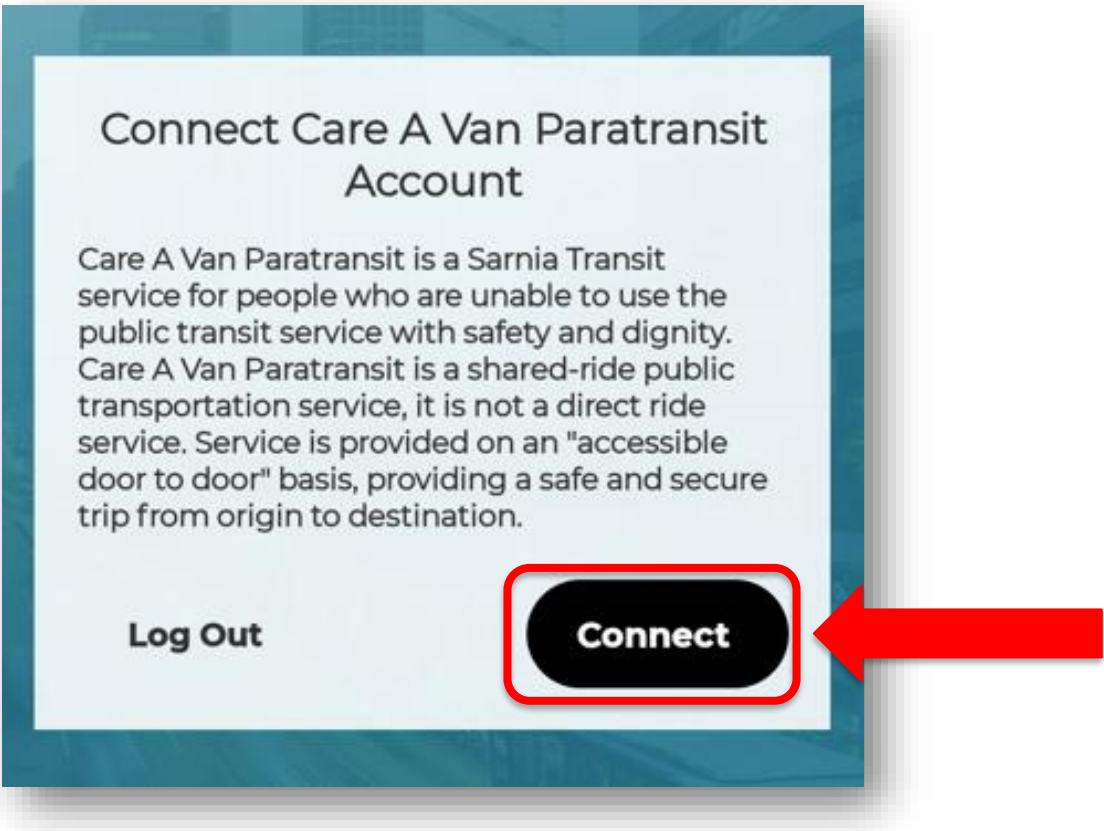


Using the App

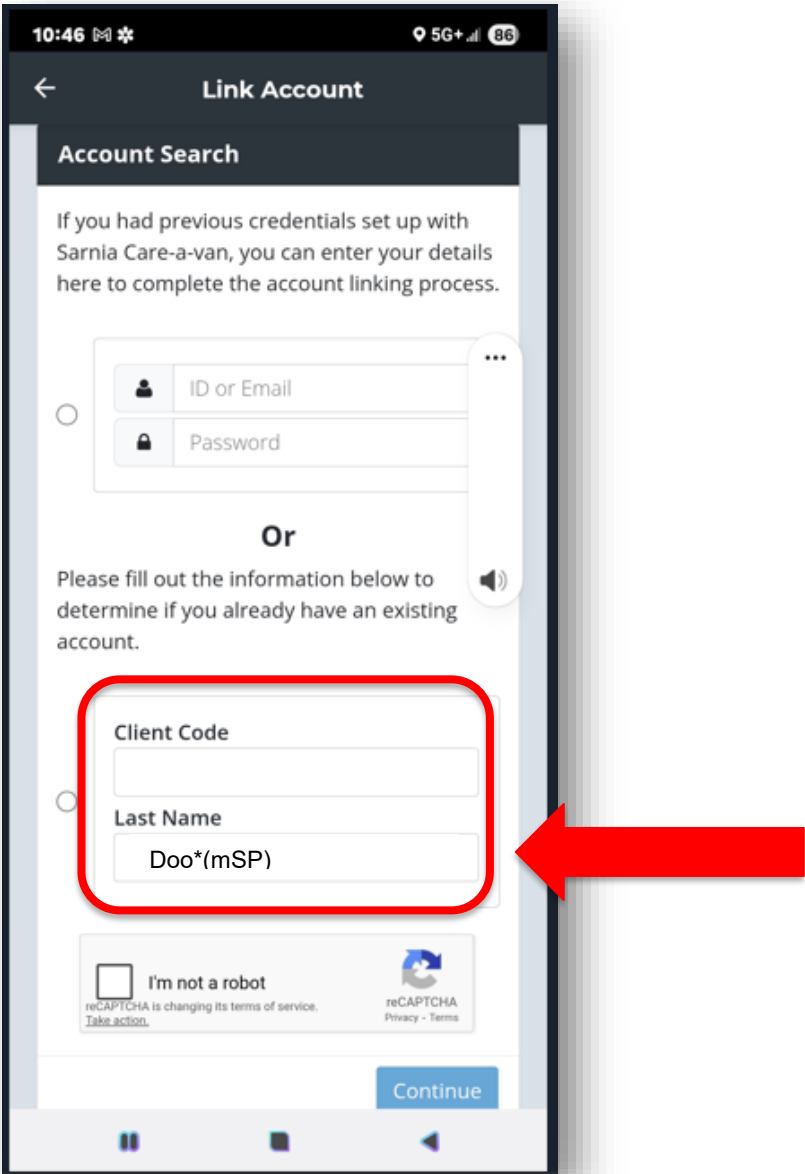
You then need to log into the app using your email address and password created



Once you are in the account, link your Care-A-Van account to the profile



Once the Account Search screen appears, select the second option on the screen '**Client Code**' & '**Last Name**'



Add your client code & add your support delegation to the last name as it appears on your registration card, which is your last name, then * and your support person delegation (small o, x, or m followed by a capital SP inside brackets)

Example:

Smith*(oSP) or Smith*(xSP) or Smith*(mSP)

Client Code

11113

Last Name

Doo* (mSP)

I'm not a robot

reCAPTCHA is changing its terms of service. [Take action.](#)

reCAPTCHA Privacy - Terms

Continue

Select **'Continue'**

Or

Please fill out the information below to determine if you already have an existing account.

Client Code

11113

Last Name

Doo* (mSP)

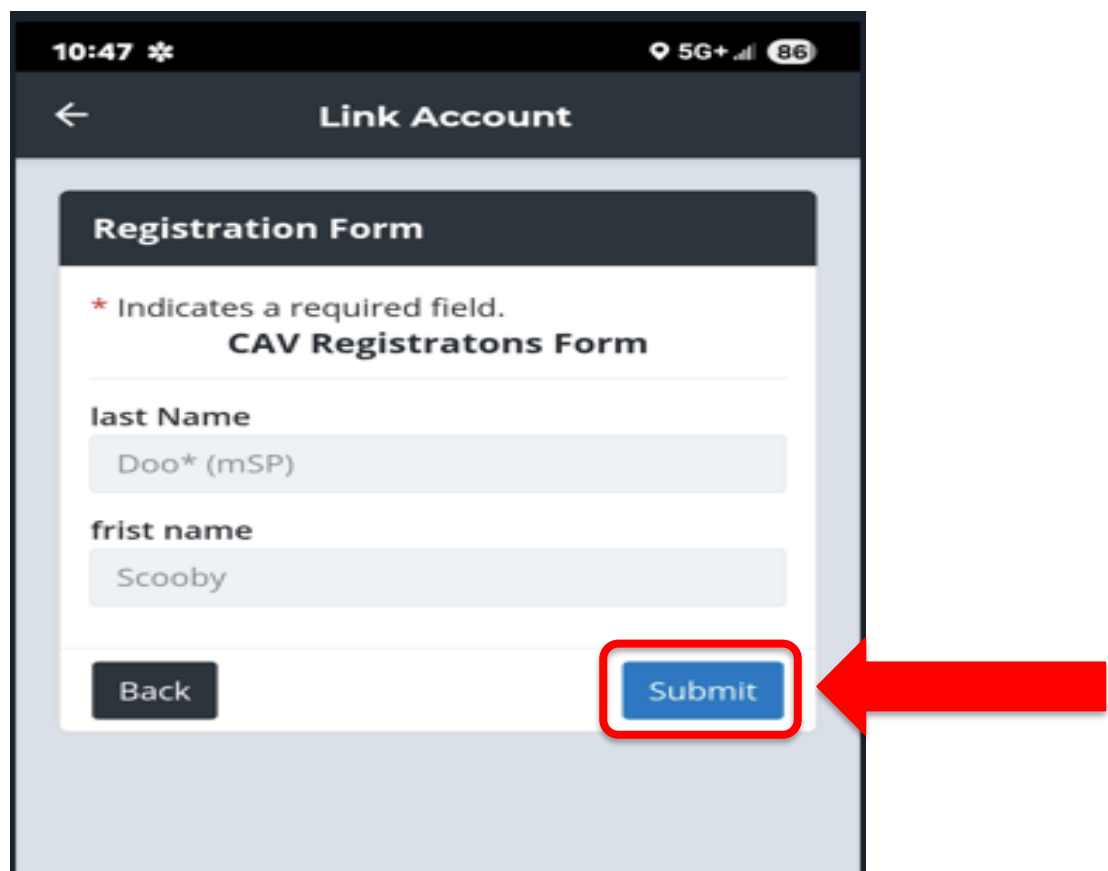
I'm not a robot

reCAPTCHA is changing its terms of service. [Take action.](#)

reCAPTCHA Privacy - Terms

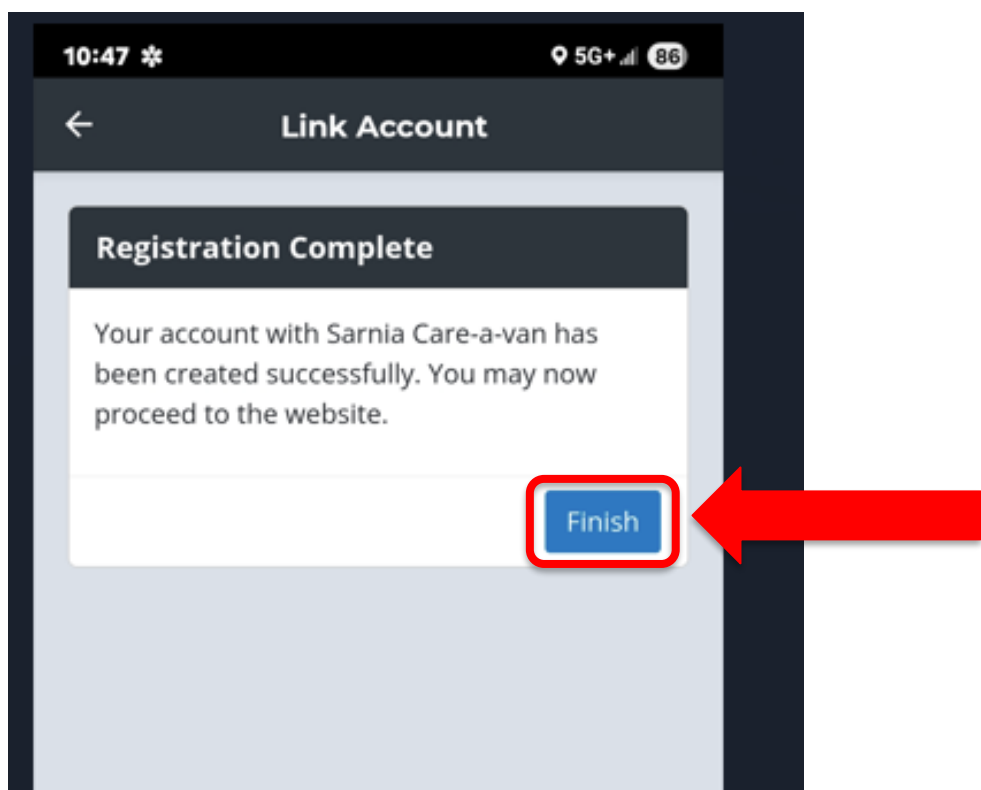
Continue

A Pop up to complete the registration will appear, select **‘Submit’**



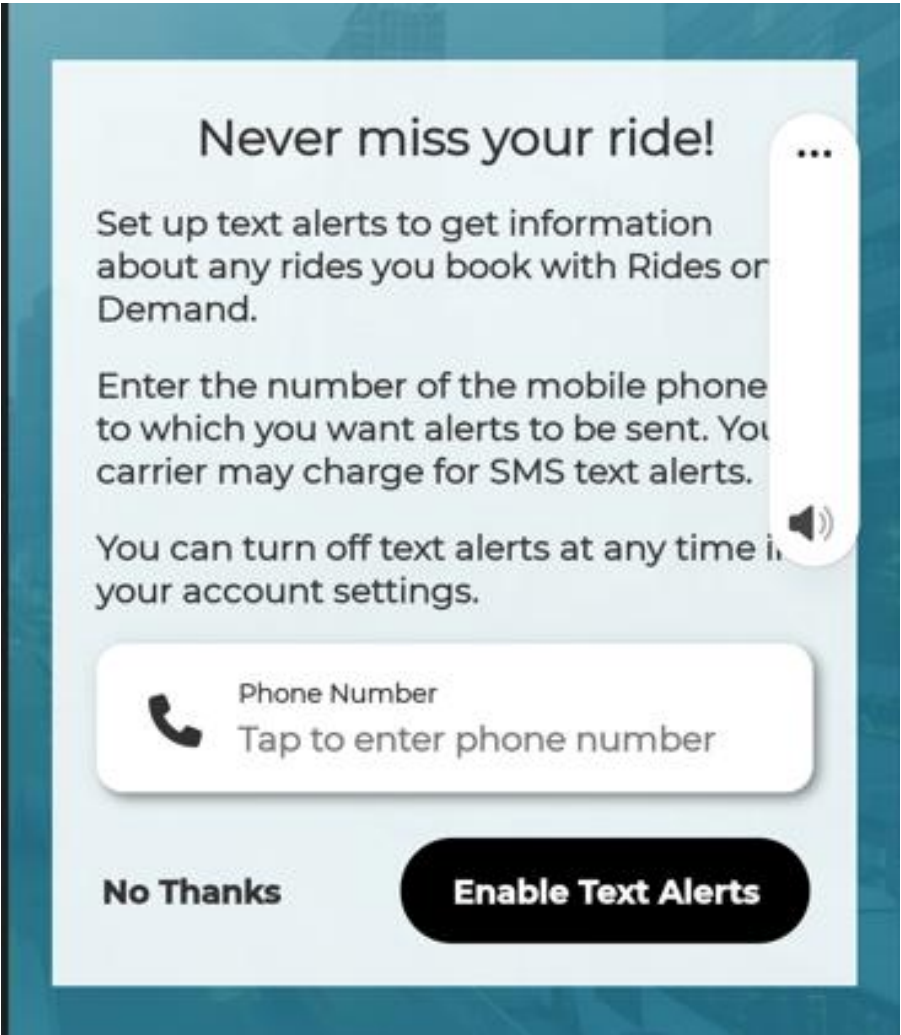
The screenshot shows a mobile app interface titled "Link Account". Below the title is a "Registration Form" section. It includes a note: "* Indicates a required field." followed by the title "CAV Registratons Form". There are two input fields: "last Name" with the text "Doo* (mSP)" and "frist name" with the text "Scooby". At the bottom of the form are two buttons: "Back" and "Submit". The "Submit" button is highlighted with a red rectangular box, and a large red arrow points to it from the right.

Once submitted, a pop up will appear with a verification to finish the set up. Select **‘Finish’**



The screenshot shows the same "Link Account" screen, but the "Registration Form" has been replaced by a "Registration Complete" message. The message reads: "Your account with Sarnia Care-a-van has been created successfully. You may now proceed to the website." Below the message is a blue button labeled "Finish". The "Finish" button is highlighted with a red rectangular box, and a large red arrow points to it from the right.

You will be prompted to enter if you want to enable text alerts, which will allow trip notifications.



You can select '**No Thanks**' if you do not want text alerts, or enter your phone number in the box provided and select "Enable Text Alerts"

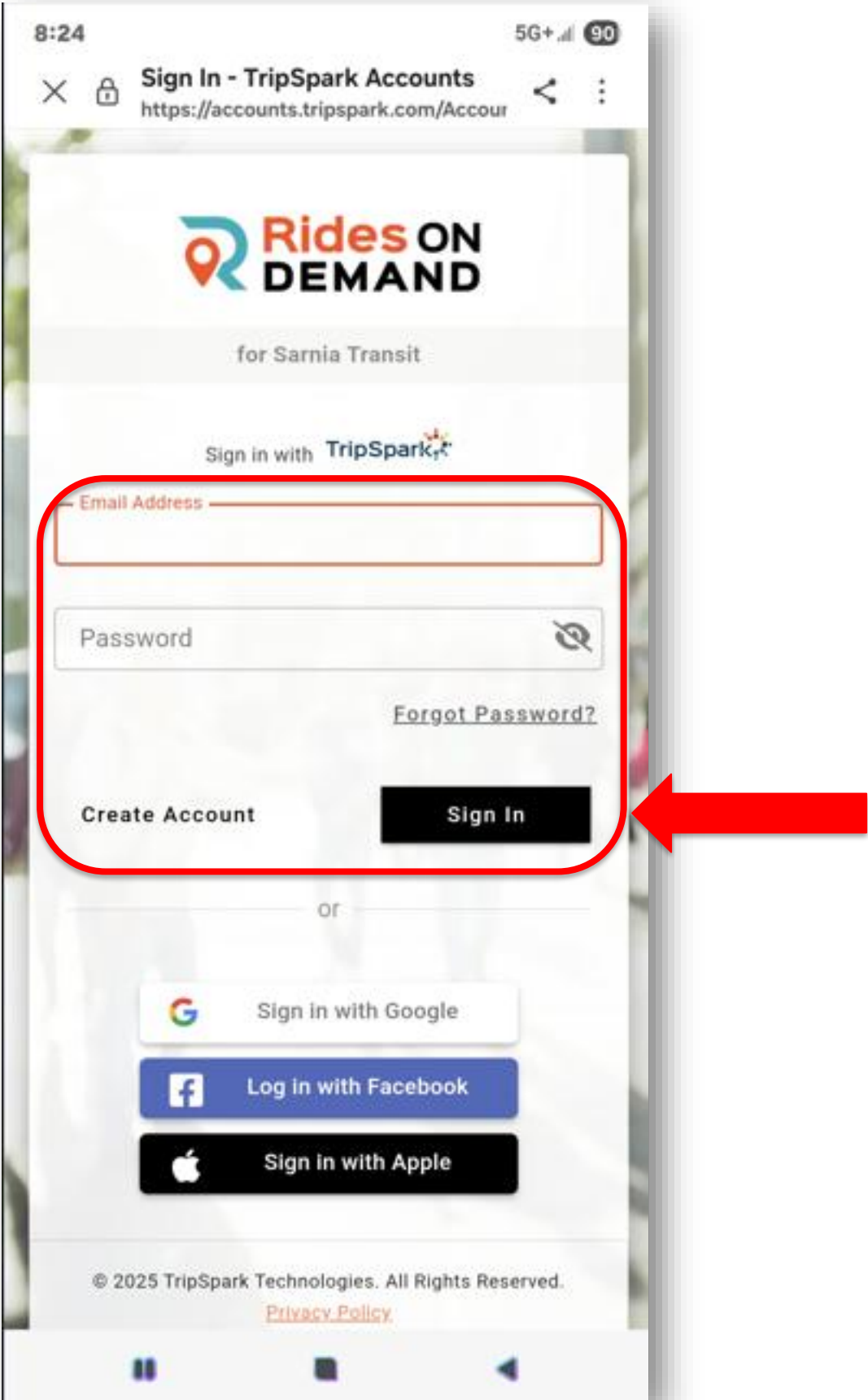
(Note: you will only receive alerts **if** you have opted to receive SMS notifications on your Care-a-Van account. Visit FAQ's for how to make changes)

☒ You've now completed your account setup! Next time, you can log in directly using your credentials.

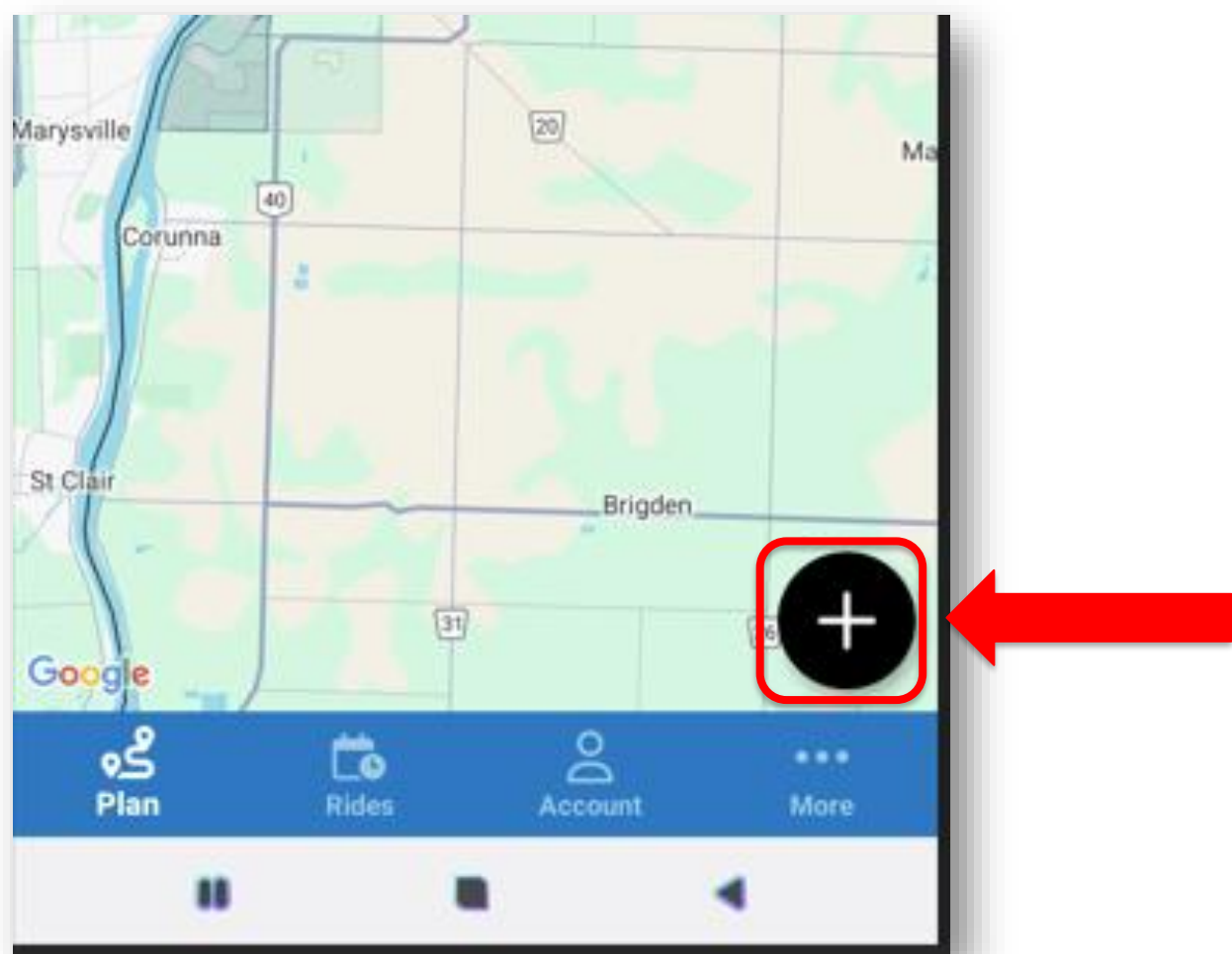
Booking Rides on the App

To book a ride, follow these simple steps:

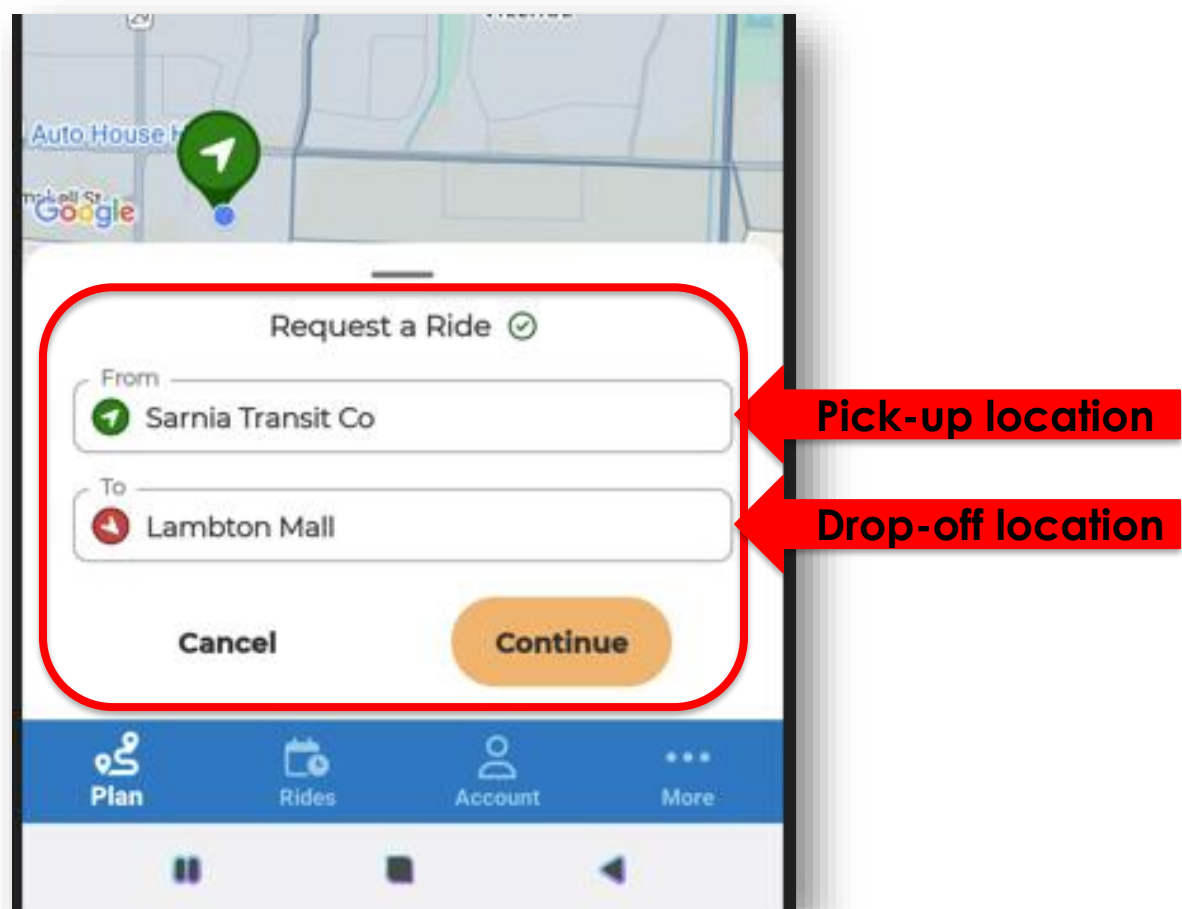
Open the app and log in with your email address and password & select '**Sign In**'



Tap the '+' symbol to start booking.



Choose your **pickup** and **drop-off** locations & select 'Continue'



You can add any details regarding your pickup or drop-off location (e.g. I will be at the East Side of the Building)

8:26 5G+ 90

← Bus Trip Details Care A Van Paratransit

Date & Time
⌚ Depart Now

From
📍 Sarnia Transit Co

Unit

Front Doors

To
📍 Lambton Mall

Unit

Food Court entrance

If travelling with a companion, but add this into the request under '**Add Rider**' & then select '**Find Ride**'

Food Court entrance

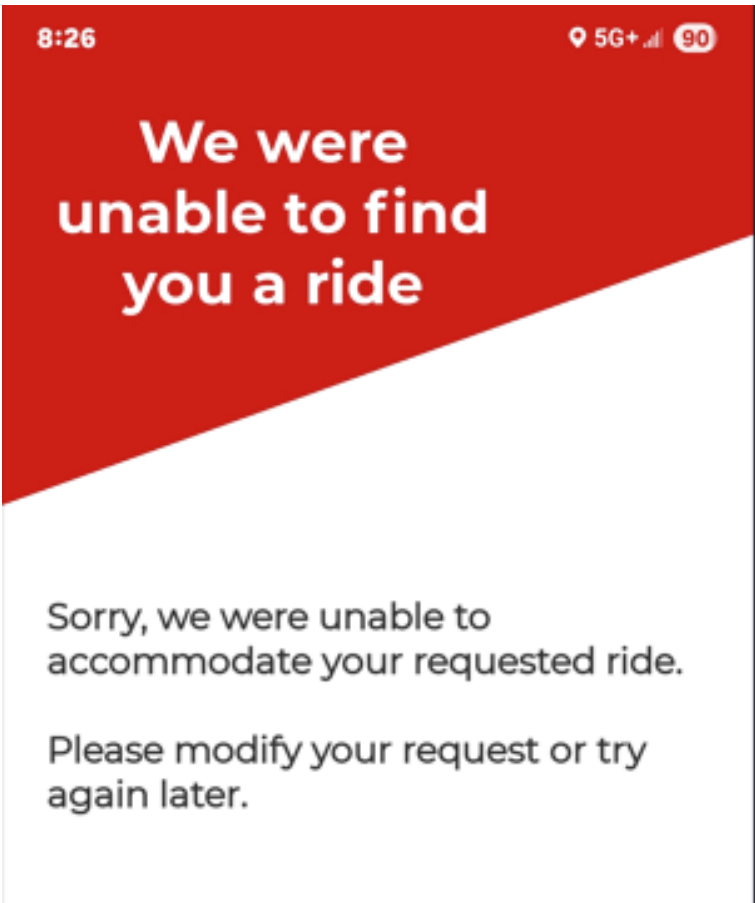
Riders

👤 You Ambulatory >

Add Rider

Cancel Find Ride

If no rides are available, you'll see a message letting you know

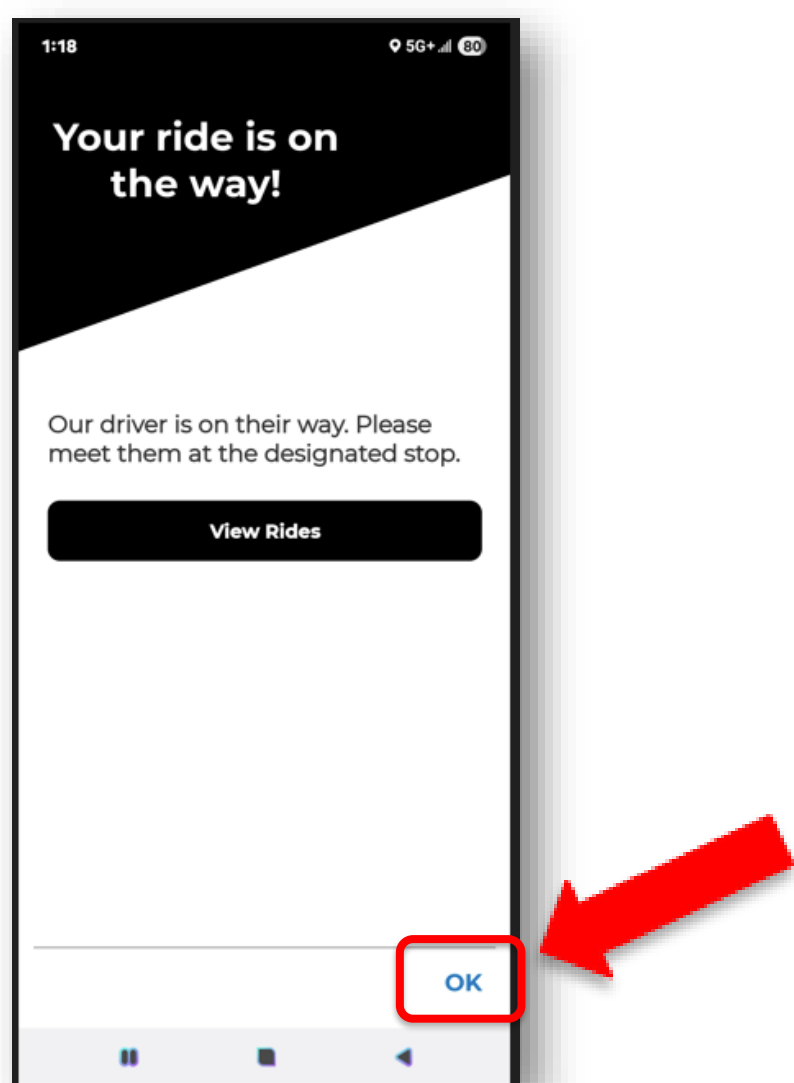


If a ride is available, tap '**Confirm**' before the countdown ends to book it.



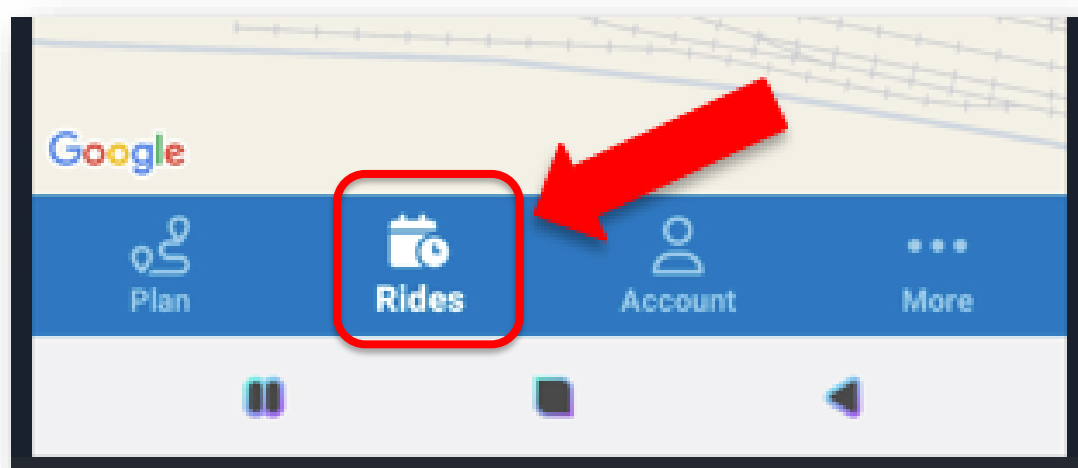
This number indicates the countdown time left to confirm your trip

Once you confirmed the ride before the countdown ends, you will receive a notification that your ride has been booked, select **‘OK’**



Checking Trips You’ve Booked

You can view the upcoming rides on the home page of the app along the bottom by selecting the icon **‘Rides’**

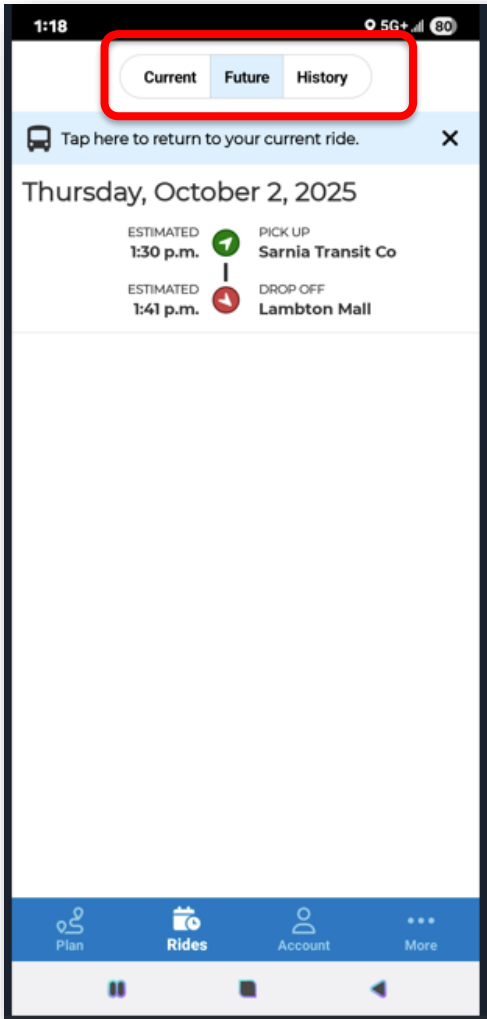


You view your “current”, “future” and “history” along the top banner under the Rides category.

Current Tab: Bus is on its way to you, you are the next pick up or when you are riding on the bus

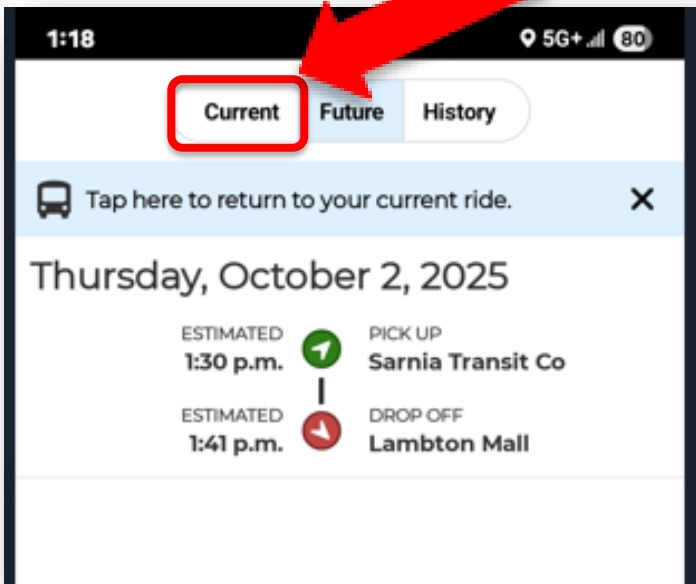
Future Tab: Rides that are booked and you are waiting for.

History Tab: Rides you have already completed.

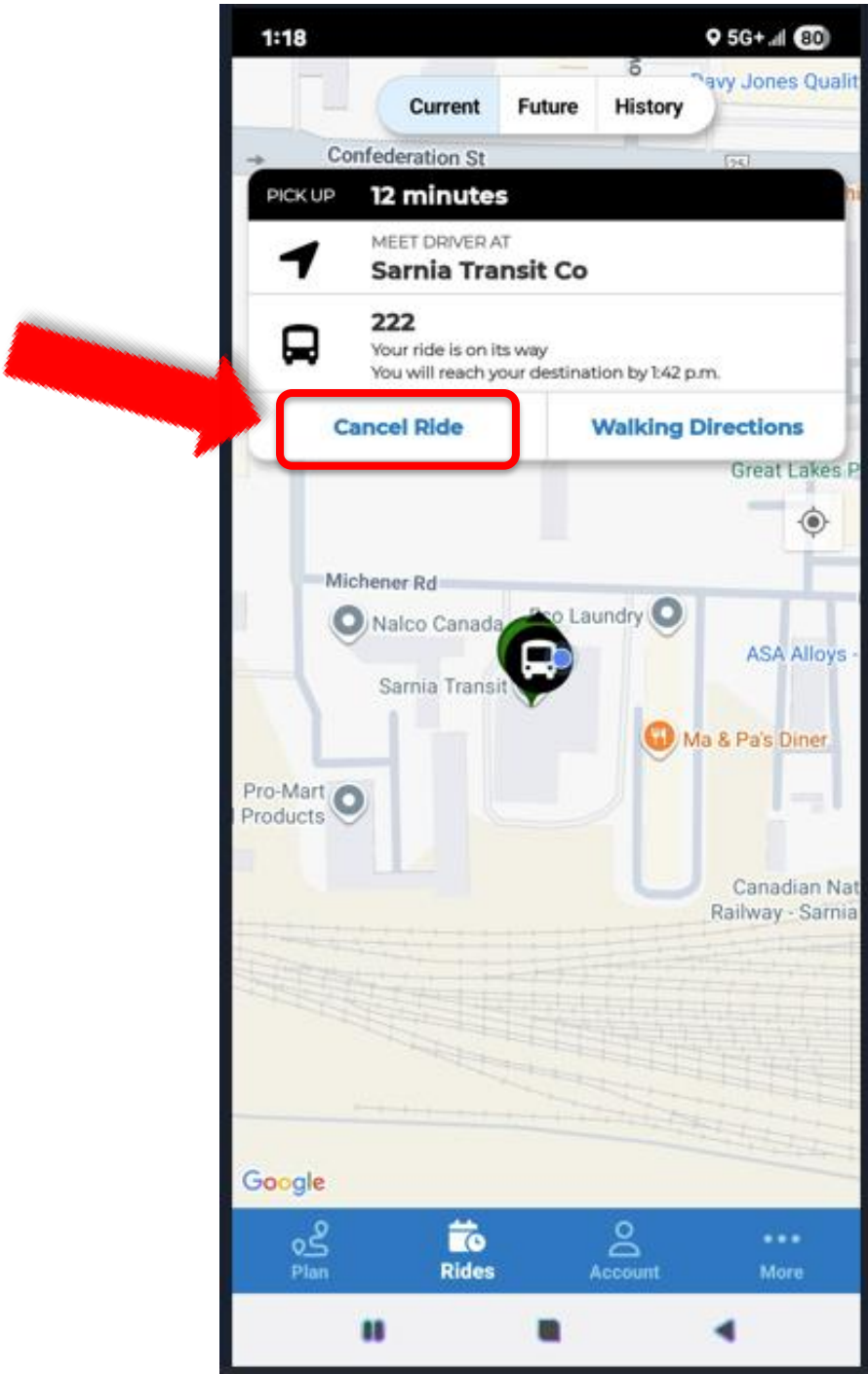


Cancelling a Trip You’ve Booked

Go to 'Current Rides'.

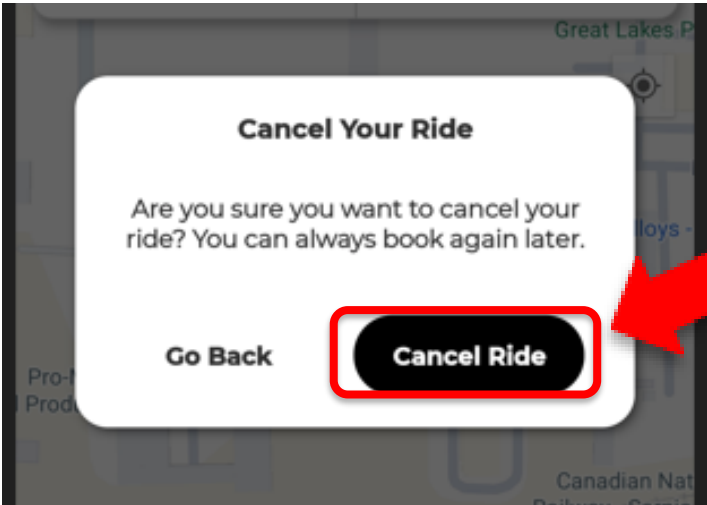


Tap 'Cancel Ride'



Confirm by tapping 'Cancel Ride'

You will be prompted to confirm cancellation – select 'Cancel Ride'



FAQs for Clients

How do I get a ride? Log into the rides on demand app and try and book your ride

What is my login? Your log in is the same as your login to Passenger Portal

What if I don't have Passenger Portal? You will need to sign up for the app and that will also be your sign in for Passenger Portal.

What if there are no rides available? You can try again in a bit, or you will need to find another way to get to your destination.

How do I know when I will get my ride? The app tells you approximately when your ride should be arriving. Ensure you allow a bit of time for traffic or things out of our control.

Will I get a return ride? Only if you book when ready to return and a bus is available. You will need to be prepared to take alternative transportation for your return.

How far in advance can you book? You can only book when you are ready to go, so make sure you are ready when you book your ride. They may be there in 5 mins. The app will tell you when your ride arrives.

How long does the bus wait for me? Same rules apply as pre-booked Care A Van, the bus only waits 5 mins then they will carry on.

I am not receiving notifications, how can I change this?

Changes to notifications can only be made by calling into our office or emailing transit@sarnia.ca and making a request to add the imminent arrival notification to your trips.

Can I call into Sarnia Transit/Sarnia Care-a-van and book a ride through the dispatcher? No, Rides on Demand is only available through the app online.

Contact Information

For more information:

Visit the City of Sarnia website at **www.sarnia.ca**

Email: **transit@sarnia.ca**
