

Care-A-Van Service Guide

CARE-A-VAN SERVICE HOURS:

Monday to Friday
6:30am to 10:30pm

Saturday
8:00am to 10:30pm

Sunday
8:00am - 6:30pm



Table of Contents

Sarnia Care-A-Van: A Specialized Transit Service

Sarnia Care-A-Van: A Specialized Transit Service	3
Background: Sarnia Care-A-Van Service.....	3
Eligibility Criteria/Guidelines	3
Service Guidelines: What We Do vs. What We Don't Do	3
Passenger Responsibilities & General Booking Practices	4
Additional Support - Support Persons & Companions	6
Fares	8
Transit Fare Smart Cards	8
Booking Trips - Request for Service	9
Your Registration Card.....	11

Sarnia Care-A-Van: A Specialized Transit Service

Background: Sarnia Care-A-Van Service

Sarnia Caravan provides specialized transportation to eligible residents of Sarnia and Point Edward, who have a disability that prevents them from riding conventional transit all of the time or on occasion.

Sarnia Care-A-Van provides transportation services from accessible door to accessible door.

Eligibility Criteria/Guidelines

Care-A-Van services are for residents of the City of Sarnia who are unable to use conventional fixed-route transit as per the Integrated Regulations of the AODA.

Did you know... that all of Sarnia Transit's Conventional/Fixed Route buses are fully accessible.

Sarnia Care-A-Van is a registered service. Application forms are mandatory, and require a medical professional to sign and confirm your need for Care-A-Van service. This form must be renewed every 3 years.

Eligibility is considered on a case-by-case basis and is not based on a specific health condition but how a specific medical condition impacts mobility.

Service Guidelines: What We Do vs. What We Don't Do



We Do: Provide transportation services (only)

- assist passengers from accessible door to accessible door. This includes assisting passengers, who use a wheelchair or mobility device, from an exterior door to an exterior door.
- we provide assistance to ambulatory passengers who cannot board/alight steps by using our onboard wheelchairs to bring you onto and off the vehicle using our lift

- we assist clients and their mobility devices on and off their vehicles to and from their destinations.

✗ We Do Not: Provide any additional service (other than transportation)

- provide any level of personal support services to passengers, personal or medical
- enter buildings in search of passengers, to collect passengers or to deliver passengers to appointments
- assist passengers with their carry-on items at any time. If you cannot manage your carry-on items on your own, you will need to ensure you are travelling with a support person or a companion to assist you.

Passenger Responsibilities & General Booking Practices

- 1) Trips bookings can be made up to 14 days in advance, regardless of the purpose.
- 2) Trips are **only** booked on the hour and half past the hour (example: 9:00a and 9:30a).
- 3) Passengers are required to be ready for the arrival of the Care-A-Van beginning 5 minutes prior up to 5 minutes after their scheduled booking time.

This is a 10-minute booking/arrival window, your Care-A-Van may arrive at any time during this window.

(example: Scheduled Time: 9:00a, Booking/Arrival Window: 8:55a-9:05a)

Your automated booking confirmation message (voice, SMS (text) or email) will indicate the earliest time frame you can expect the Care-A-Van to arrive.

Note: this window allows us the ability to co-ordinate shared trips on our service, which allows us to transport more passengers at one time

- 4) Upon arrival, the Care-A-Van will wait a maximum of 5 minutes for you to make your way outside and board the

bus. If the 5-minute window has elapsed with no sign of a passenger, the driver will cancel the trip at the door and continue on to their next pickup. ** The return trip will also be cancelled. ** Our driver's schedules are restrictive; they do not have additional time to wait without causing delays to other passengers. Please be considerate of the driver's schedule as well as other passengers.

- 5) Sarnia Care-A-Van service is a shared ride service, which means you can expect to share your ride with other passengers. As a result, it may take you longer than previously anticipated from the time of pickup to the time you reach your final destination. The maximum duration for any trip is 40 minutes; the duration of your trip is dependent upon the distance of your journey as well as other passengers booked at the same time.
- 6) Please do not place any extra demands upon our drivers, by requesting the driver make additional stops that are not on their manifest.
All additional stops and/or location changes must be made through the Passenger Portal or the CAV booking office.
Note: location changes are not guaranteed. Our booking system is not always able to accommodate location changes; drive time and distance plays a large factor in accommodating such changes.
- 7) Trip Cancellations: if you know in advance you do not plan to take scheduled trips, please call the Care-A-Van dispatch office or visit the online passenger portal to cancel your trips as soon as possible. We require at least 24 hours notice for cancellations by phone; cancellations made within 24 hours may be subject to a late cancellation fee.
- 8) **All passengers travelling on Sarnia Care-A-Vans are required to be able to manage all carry-on items by themselves without assistance from the operator.** This includes being able to safely load and unload your items on and off the vehicle. Limit shopping bags, packages and

parcels to prevent impeding another person's seating & travel on the bus. If a walker is loaded with shopping or other personal belongings, it is up to the passenger to remove all of these before the driver is required to lift/stow etc.

If any item is identified by the operator as a potential safety risk, the operator has the right to refuse an item. The City of Sarnia (Sarnia Care-A-Van) is not responsible for any damages to carry-on items.

Operators are not required to assist customers with their carry-on items at any time.

Should you choose to bring along a companion to assist you, please inform the dispatcher at the time of booking so that adequate seats on the van can be reserved.

- 9) Report any updates to your address, phone number, Support Person designation and changes to your mobility devices directly to the dispatching office, so we can update your profile. Updates to your mobility device allows us to, potentially, make accommodations on specific styles of Care-A-Van vehicles
- 10) During the winter, please keep lanes, side walks, and especially steps, clear of snow and ice for your safety and ours.
- 11) Smoking and/or vaping is not permitted on any City vehicle.
- 12) Knowing the accessibility of destinations/locations is the client's responsibility.

Additional Support - Support Persons & Companions

During the application process, your Health Care Professional will indicate whether a Support Person, as defined under the AODA, is required at all times (always), occasionally or not at all (never).

Your support person designation will be clearly marked on your Care-A-Van registration card.

Support Person – “Yes, always”

If you have been registered as requiring a Support Person **at all times**, it is mandatory that a Support Person be present at the time of pick up and must accompany you for the duration of your trip. If a support person is not present at the time of pickup, Sarnia Care-A-Van will not be able to proceed with your trip(s) as planned. There are no exceptions to this rule.

Mandatory Support Person(s) travel free of charge on our buses when accompanying a registered passenger.

Support Person – “Occasionally, some of the time”

If you have been registered as requiring a Support Person **occasionally**, it is your responsibility to inform dispatch at the time of booking that someone will be accompanying you. If a Support Person is not present at the time of pickup, your trip may continue as booked; no additional assistance will be provided by the driver due to the absence of support.

Occasional Support Person(s) travel free of charge on our buses when accompanying a registered passenger.

Support Person – “No, Never”

If you have been registered as **never** requiring a Support Person but you feel you need assistance on your trip, you may opt travel with a companion. Please inform dispatch at the time of booking to ensure there is enough space on the van for an additional passenger.

Companions must pay full fare for their trip(s), when accompanying registered passengers.

Companions

Companions may be added to your trips provided there is space available on the bus. Please inform dispatch at the

time of booking to ensure there is enough space on the van for an additional passenger.

Companions must pay full fare for their trip(s), when accompanying registered passenger.

Fares

Fares must be paid at the time of boarding through the farebox or through our smartcard system; both of which are located at the front of every vehicle.

It is the passenger's responsibility to ensure they have exact change as our drivers do not have access to cash.

For our up-to-date fare structure:

- 1) Visit our website at <https://www.sarnia.ca/transit-fares/>
- 2) Call Sarnia Transit 519-336-3271

Transit Fare Smart Cards

The SMARTCARD system includes reloadable, contactless cards that allow any transit fare to be loaded including cash, tickets, monthly passes and semester passes; they offer convenience as you can load them from the comfort of your own home.

If lost or stolen, these passes are replaceable.

Smart Cards can be used on conventional/fixed route Sarnia Transit buses and Sarnia Care-A-Van buses.

For more information:

Visit www.sarnia.ca

Email transit@sarnia.ca

Booking Trips - Request for Service

1) Online Passenger Portal

Visit our Online passenger Portal at

<https://booksarniacareavan.tripsarkhost.com>

Refer to the instruction booklet sent in our registration package for instruction on how to register your account and begin booking trips

- Bookings can be made through the Passenger Portal 7 days a week, Sunday through Saturday from 9:00am - 12midnight
- Trip requests can be made in advance anywhere from 2 hours up to 14 days (including same day and next day trip requests)
- Allows you to view details of all your upcoming trips at your convenience
- Allows trip cancellations with at least 2 hours notice

2) Telephone Care-A-Van Booking & Dispatch Office

Telephone the Dispatch Office at (519) 336-3789

Leave a voicemail message with the following information:

- your name
- the date of your request
- your destination location
- desired pickup time
- return destination location
- desired return time

Your booking will be scheduled and you will receive an automated notification via Voice Call, SMS(Text message) or Email message

Our automated notification system cannot process incomplete requests or requests lacking critical information.

- Bookings can be made through Care-A-Van Dispatch Office:

Monday-Thursday 9am – 3pm; Friday 9am – 12pm

- Trip requests can be made in advance anywhere from 1 day up to 14 days

*Note: Currently, same day requests can **only** be made through our online Passenger Portal

- Our new system automatically sends out Trip Reminder notifications the day before your booking



SARNIA'S SPECIALIZED TRANSIT SERVICE

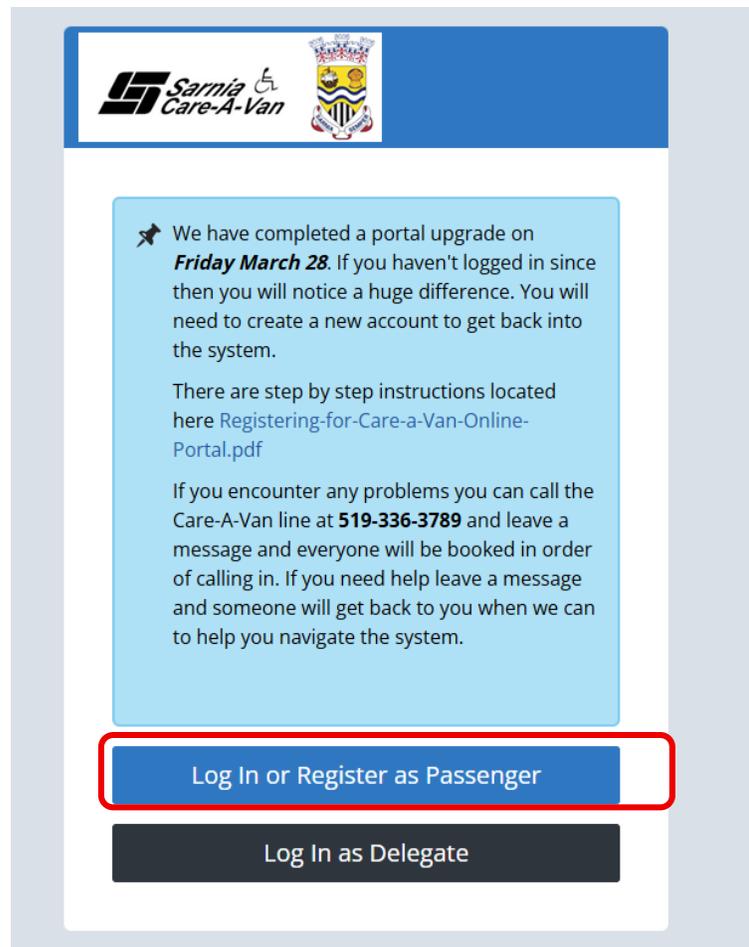
PASSENGER PORTAL GUIDE

- ✓ Access your rides
- ✓ Book, view or manage scheduled trips
 - ✓ Update your personal information
 - ✓ Stay informed with updated Bulletins

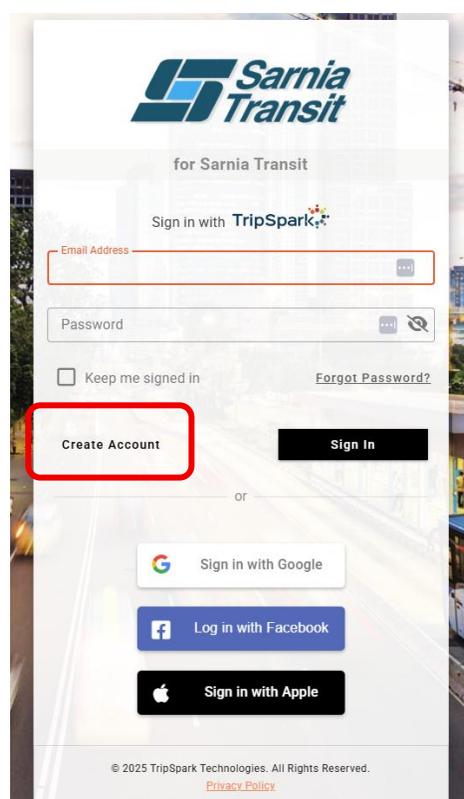
<https://booksarniacareavan.tripsparkhost.com>

How to Register

Once you go to the website you need to log in as a passenger



Then you need to create Account



Fill out the required information

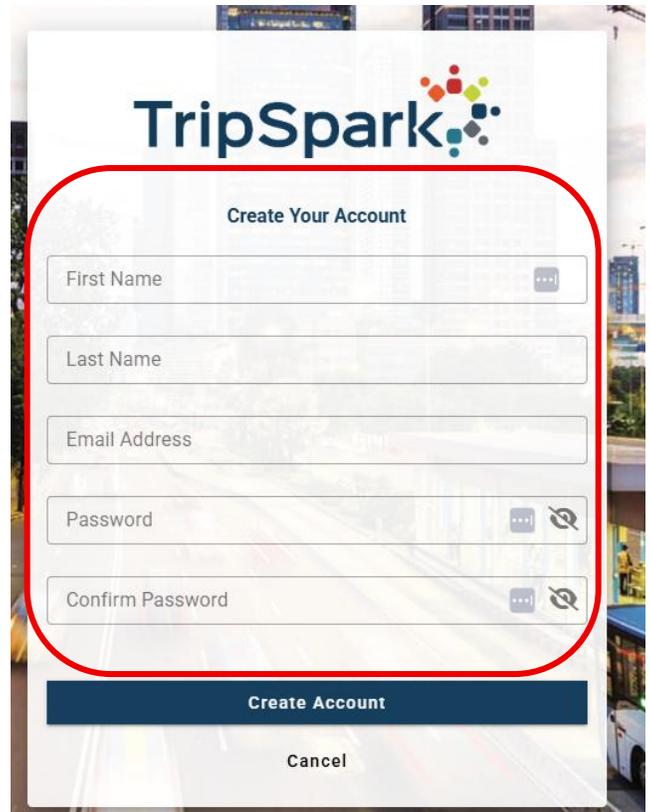
- *First Name*
- *Last Name*
- *Email Address*

You will need to create a password and then confirm

Password Criteria

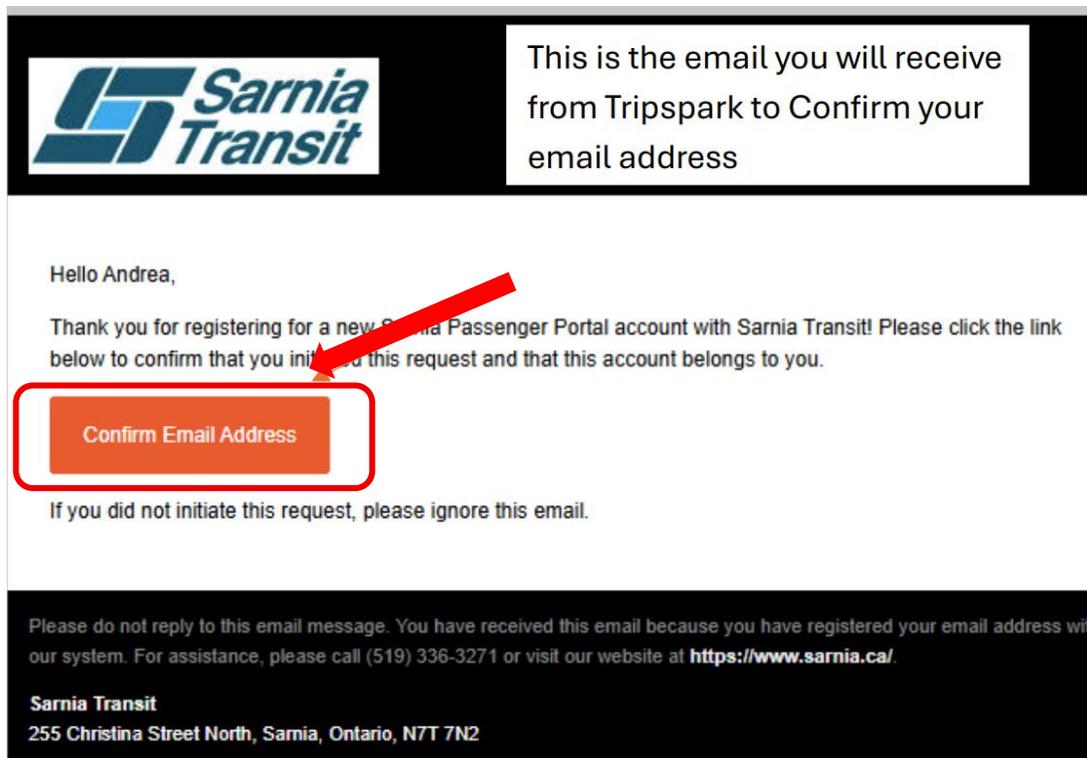
- 1 Capital Letter
- 1 Special Character

Select **“Create Account”**



You will receive an email to the address you provided with a link to confirm and finalize the account setup.

Click on the **“Confirm Email Address”**



Once the account has been verified, you will need to link your account to your registered profile with Care-A-Van.

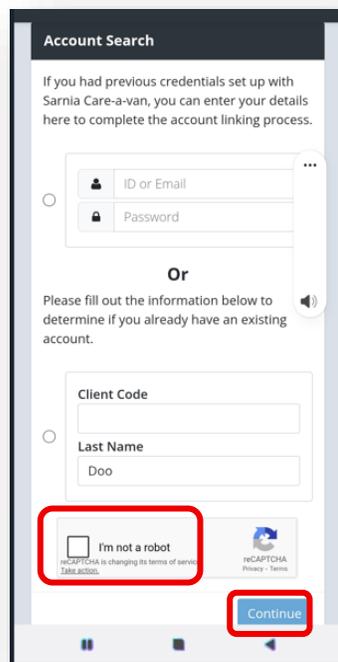
On the account search page, scroll down to the second option where you will add in your client registration code and last name.

Important!

When added in your last name, you must add the assigned delegation that appears on your registration card. This will include your last name and then will have a *()

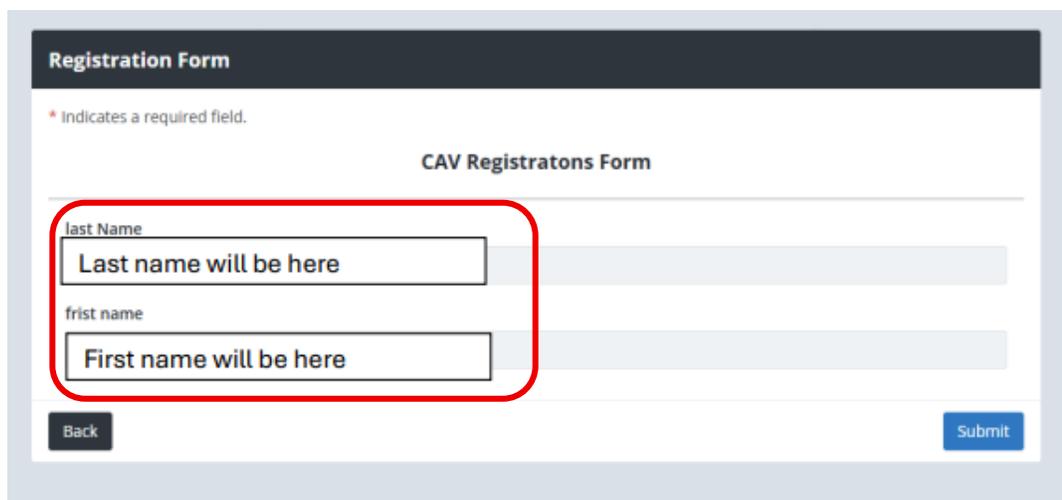
Example: Smith*(oSP) or Smith*(xSP) or Smith*(mSP)

Verify that you are not a robot, by clicking in the box and then select **“Continue”**



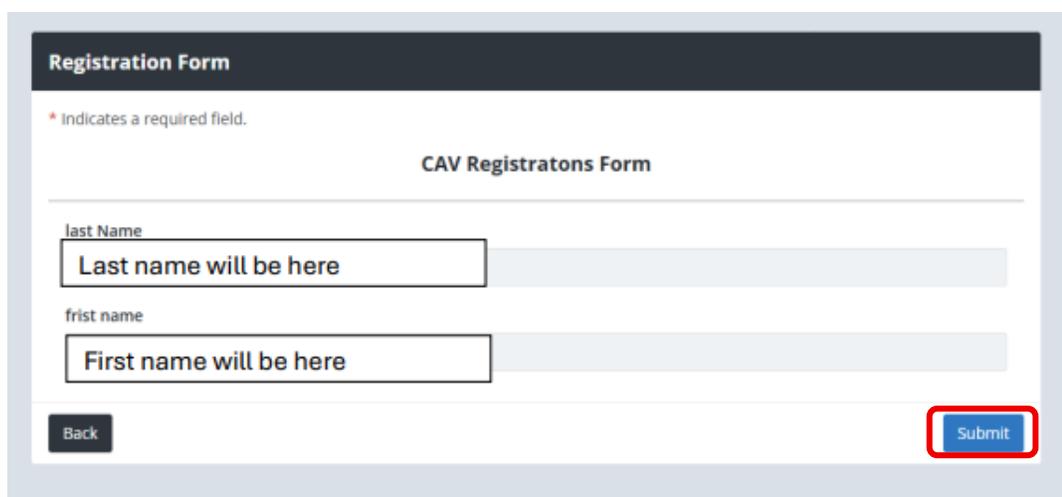
The screenshot shows the 'Account Search' screen. It has a dark header with the title 'Account Search'. Below the header, there is a paragraph of text: 'If you had previous credentials set up with Sarnia Care-a-van, you can enter your details here to complete the account linking process.' There are two radio button options. The first option is selected and includes two input fields: 'ID or Email' and 'Password'. The second option is 'Or' and includes a paragraph: 'Please fill out the information below to determine if you already have an existing account.' This option has two input fields: 'Client Code' and 'Last Name' (with the text 'Doo' below it). At the bottom, there is a CAPTCHA box with the text 'I'm not a robot' and a 'Continue' button. Both the CAPTCHA box and the 'Continue' button are highlighted with red rectangles.

The next screen will take you to the CAV Registration Form where you will enter in your Last name and then your first name



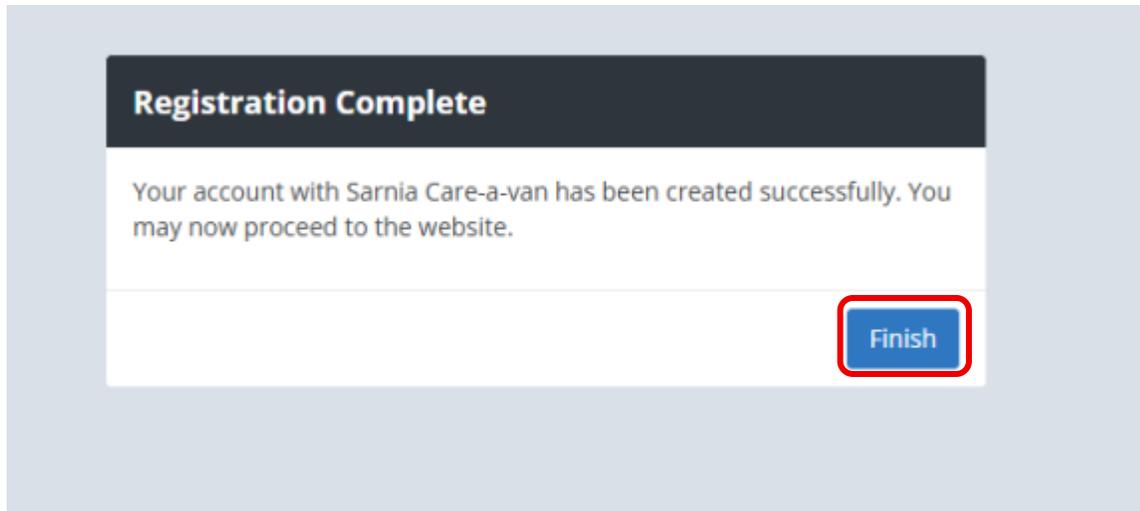
The screenshot shows the 'Registration Form' screen. It has a dark header with the title 'Registration Form'. Below the header, there is a note: '* Indicates a required field.' The main title is 'CAV Registratons Form'. There are two input fields: 'last Name' with the placeholder text 'Last name will be here' and 'frist name' with the placeholder text 'First name will be here'. Both input fields are highlighted with a red rounded rectangle. At the bottom, there are two buttons: 'Back' and 'Submit'.

Select **“Submit”**

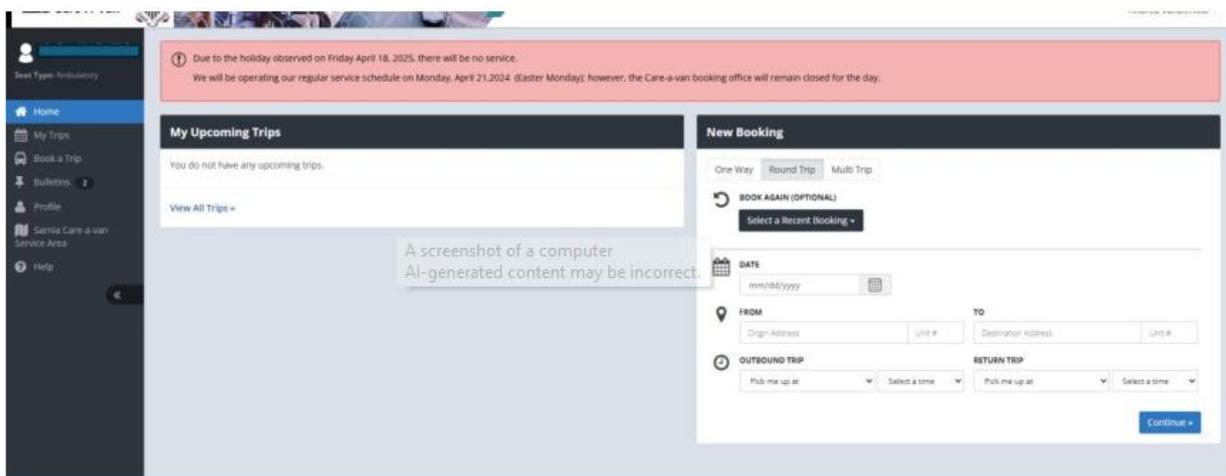


The screenshot shows the 'Registration Form' screen, identical to the previous one. The 'Submit' button at the bottom right is highlighted with a red rounded rectangle.

A complete registration pop up will appear. Select **“Finish”**

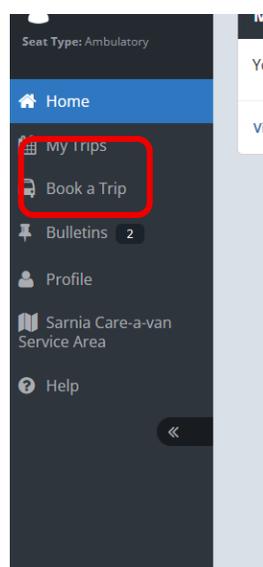


Your account has now been set up and you will be redirected into the portal, where you can start to book trips.



Booking Rides on the Portal

Once you are in the portal, you will find the “Book a Trip” icon on the left menu bar.



You will first be prompted to choose the following:

- One Way
- Round Trip
- Multi-Trip

The screenshot shows the 'Itinerary' form with three buttons: 'One Way', 'Round Trip', and 'Multi Trip'. These buttons are enclosed in a red rectangular box. Below them is a 'BOOK AGAIN (OPTIONAL)' section with a 'Select a Recent Booking' dropdown menu. At the bottom, there is a 'DATE' field with a calendar icon and a placeholder 'mm/dd/yyyy'.

If you frequently travel to the same location, you can use the '**Select a Recent Booking**' option to quickly pull up details from your previous trips

This screenshot is similar to the previous one, but the 'Select a Recent Booking' dropdown menu in the 'BOOK AGAIN (OPTIONAL)' section is highlighted with a red rectangular box. The 'DATE' field is also visible at the bottom.

Enter in the date you are requesting a trip for

The screenshot shows the 'DATE' field highlighted with a red rectangular box. The field contains the placeholder text 'mm/dd/yyyy' and has a calendar icon to its right. The 'BOOK AGAIN (OPTIONAL)' section is visible above it.

Enter the "**From**" address (your pickup location) and the "**To**" address (your destination).

This screenshot shows the 'FROM' and 'TO' address fields highlighted with a red rectangular box. The 'FROM' section includes 'Origin Address', 'Unit #', and a text area for 'Enter any special pick up instructions here'. The 'TO' section includes 'Destination Address', 'Unit #', and a text area for 'Enter any special drop off instructions here'. The 'DATE' field is visible above these sections.

Next, enter the times you need to go and the time you'd like to be picked up for your return trip. Remember—this is your **pick-up time**, not your appointment time. For example, if your appointment is at 2:30 p.m., book your pick-up for 2:00 p.m. to allow enough travel time. **Pick-ups can only be booked on the half hour**

OUTBOUND TRIP RETURN TRIP

Pick me up at 2:00 PM Pick me up at 3:30 PM

If you are bringing any mobility aids and they do not automatically appear, please add them by clicking the **“Change”** button.

OUTBOUND OPTIONS RETU

I Am Bringing:
No Mobility Aids
Change

Service Type:
▼

Additional Passengers:
None
Select a service type before selecting additional passengers.

Booking Purpose:
Select a service type before selecting a booking purpose.

From the drop-down menu under **Service Type**, select **“Care-A-Van”**

OUTBOUND OPTIONS RETUF

I Am Bringing:
No Mobility Aids
Change

Service Type:
Care A Van ▼

Additional Passengers:
None
Add

Booking Purpose:
▼
A booking purpose is required.

Add any additional passengers if you are bringing anyone, even if you always require a support person, please make sure they are added here so we have room for everyone on the bus

OUTBOUND OPTIONS RETURN

I Am Bringing:
No Mobility Aids
[Change](#)

Service Type:
Care A Van

Additional Passengers:
None
[Add](#)

Booking Purpose:

A booking purpose is required.

Select from the drop-down menu, under “**Booking Purpose**” the reason of your trip (for example, medical appointment, shopping, or social visit).

Medical Visit
Recreation
Work
Education
Other
Shopping

You will select “**Book Trip**”

[Book Trip](#)

You will receive a confirmation page with all your trip details. Review the information carefully, and if everything looks correct, select **“Confirm”**.

Booking Confirmation - Wednesday, June 18, 2025

Outbound Trip

Requested Time: Pick up at 2:00 PM
Pick up Address: Sarnia Transit Office, 1169 Michener Rd, Sarnia, On, N7S 4W3
Drop off Address: Bluewater Health - Sarnia, 89 Norman Street, Sarnia, On, N7T 4W4
Service Type: Care A Van
Booking Purpose: Medical Visit

Return Trip

Requested Time: Pick up at 3:30 PM
Pick up Address: Bluewater Health - Sarnia, 89 Norman Street, Sarnia, On, N7T 4W4
Drop off Address: Sarnia Transit Office, 1169 Michener Rd, Sarnia, On, N7S 4W3
Service Type: Care A Van
Booking Purpose: Medical Visit

You have no other trips on this day.

Confirm **Make Changes**

If you need to make any changes, click **“Make Changes.”** This will take you back to the previous screen, where you can adjust your information as needed.

Once you click **“Confirm”**, the system will check for available trips.

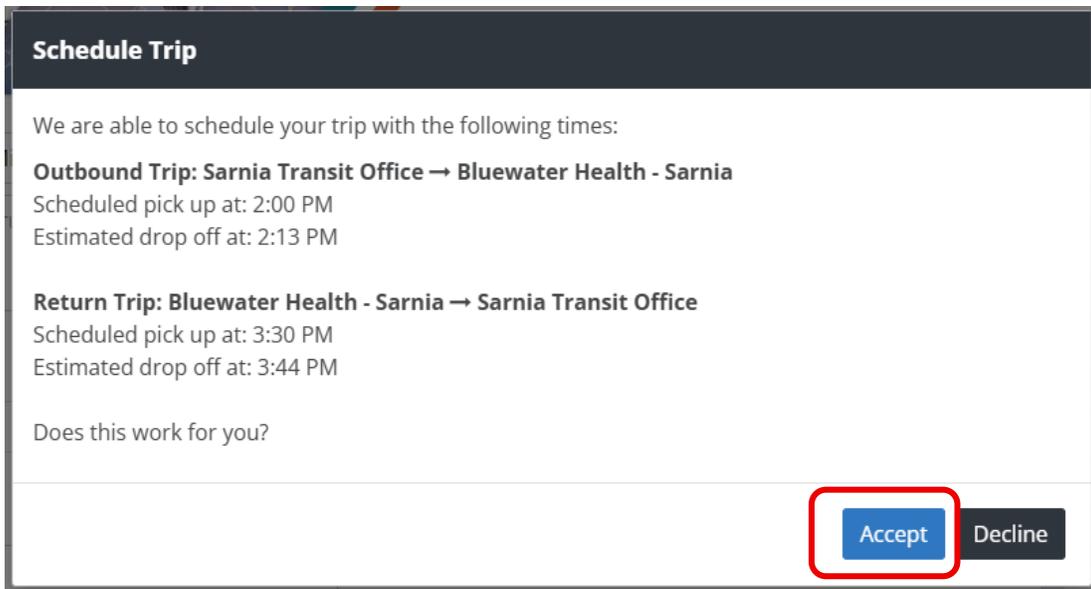
If there are no trips available, a message will appear on your screen advising you that no trips are available at that time. You will then need to try booking again or call the Care-A-Van line for assistance

Schedule Trip

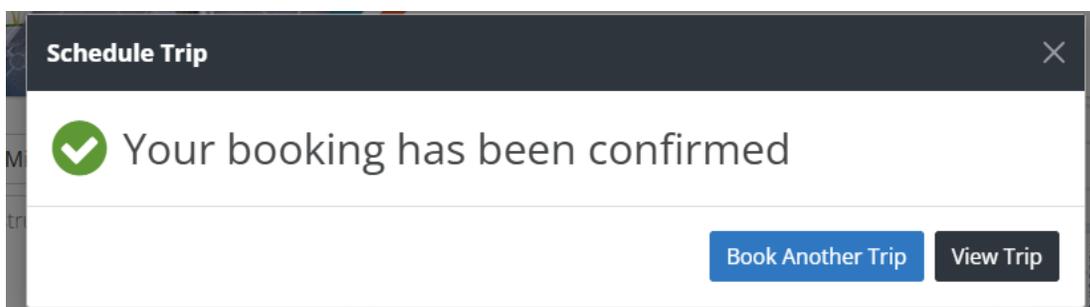
i We were unable to find a time to schedule your trip, so the trip was not booked. Please call us at 519-336-3789 for assistance.

OK

If a trip is available, it will be offered to you on the next screen, where you can “**Accept**” it.



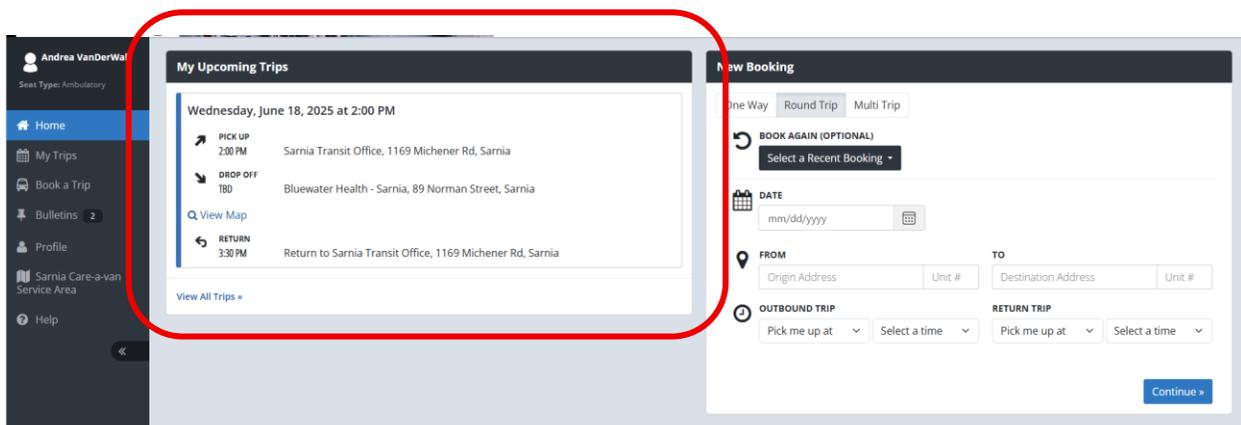
After you click “**Accept**,” the system will process your request for a moment, and then you should see the confirmation screen.



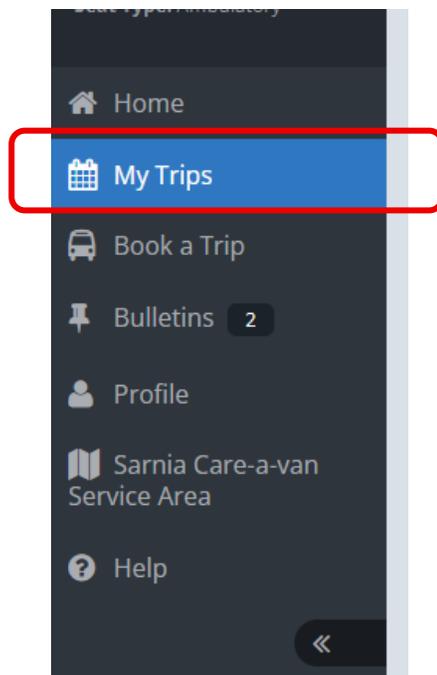
If you click on **View Trip** you will see a screen with your trip details.

Review Your Booked Trips

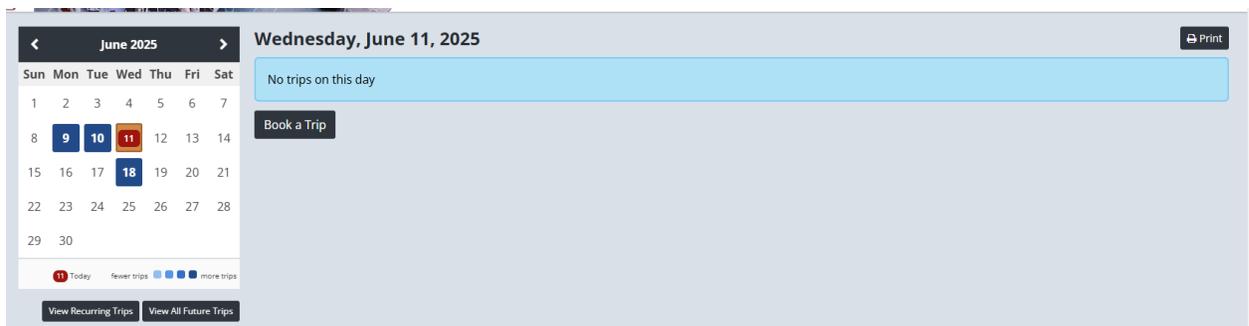
All upcoming trips will be displayed on the home screen



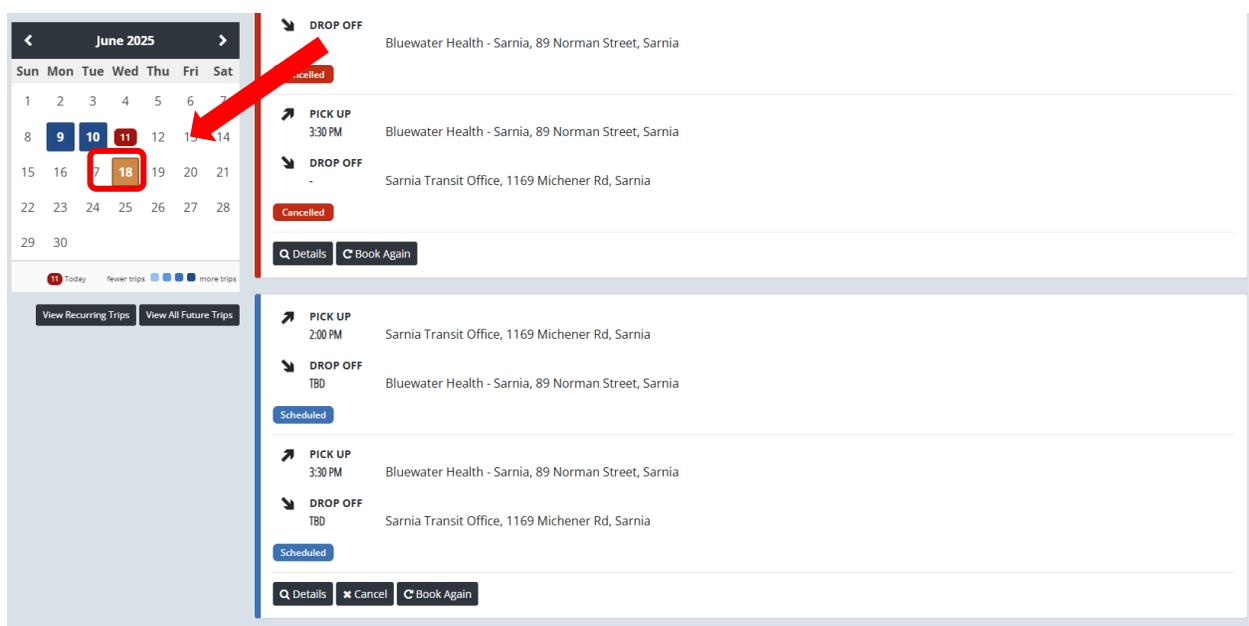
You can also select “My Trips” on the left menu



This section shows your bookings for a specific day. It defaults to today, but you can click on any date to view your scheduled trips.

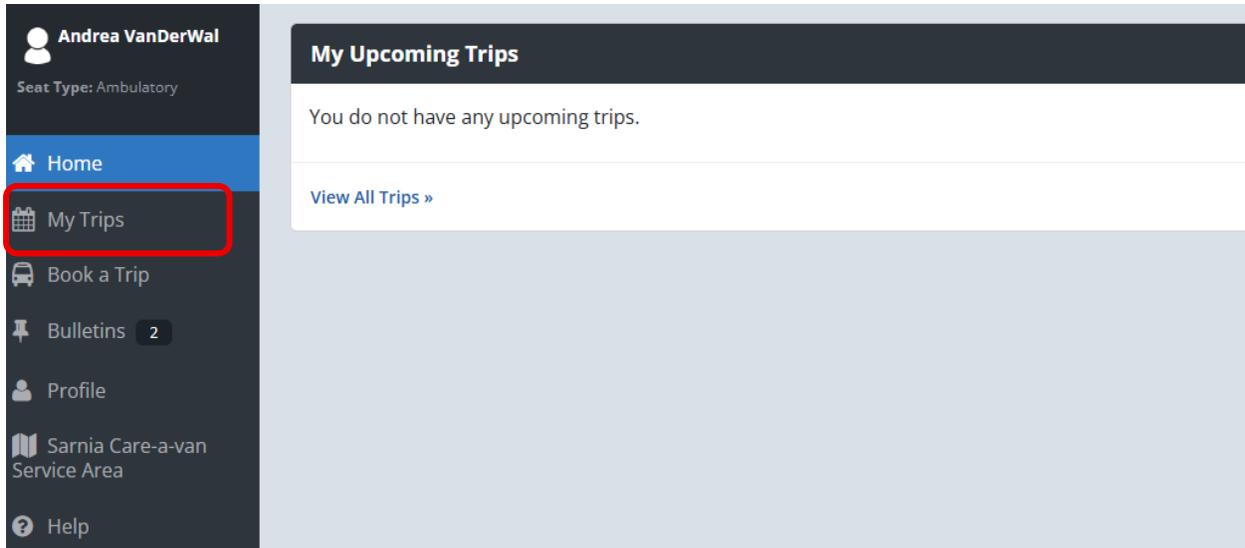


Each day selected that has a scheduled trip will display the following details

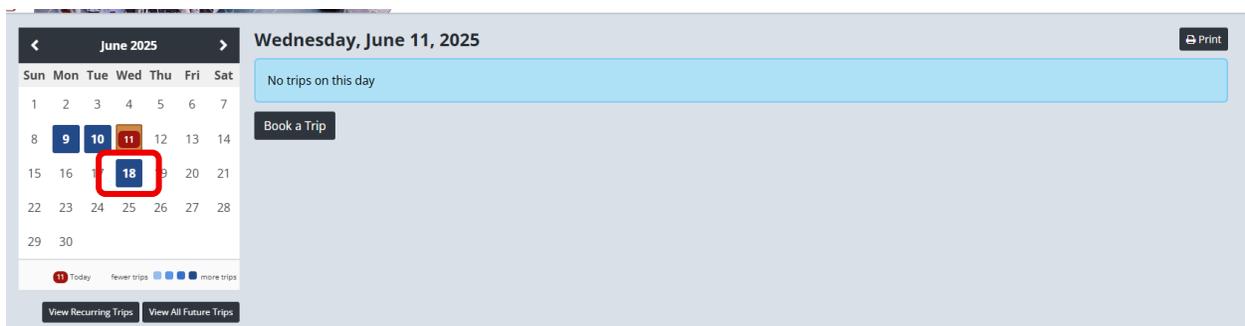


Cancelling A Booked Trip

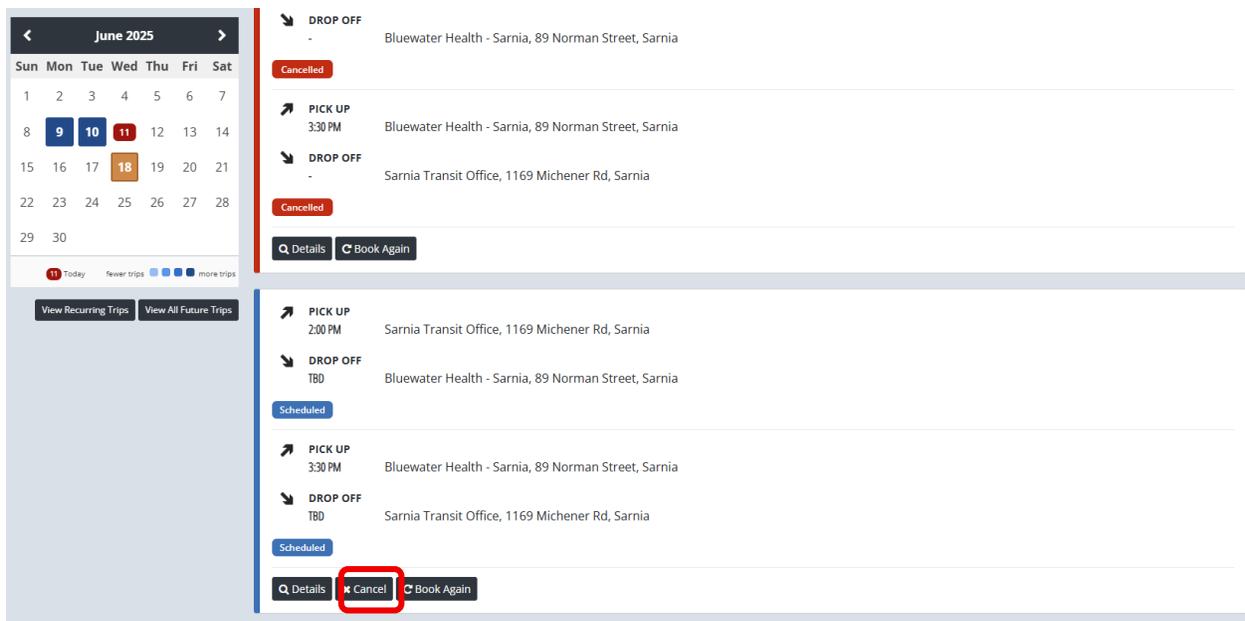
You can click on **“Upcoming Trips”** if it appears on your screen, or go to the **“Trips”** section to view your scheduled rides



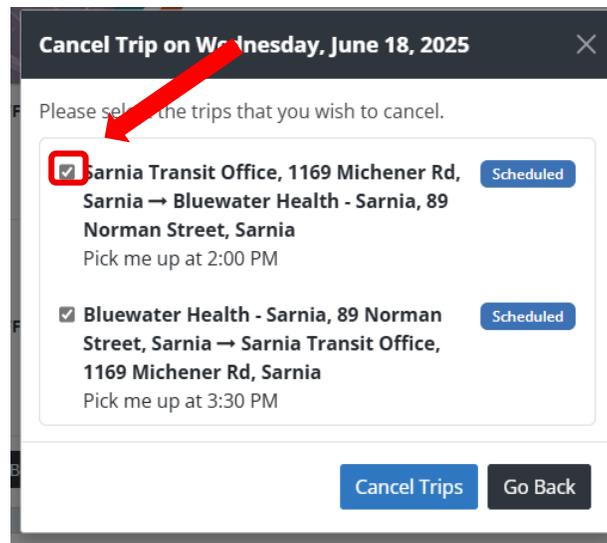
Select the date of the trip you wish to cancel



At the bottom of the trip details, you can select **“Cancel”**

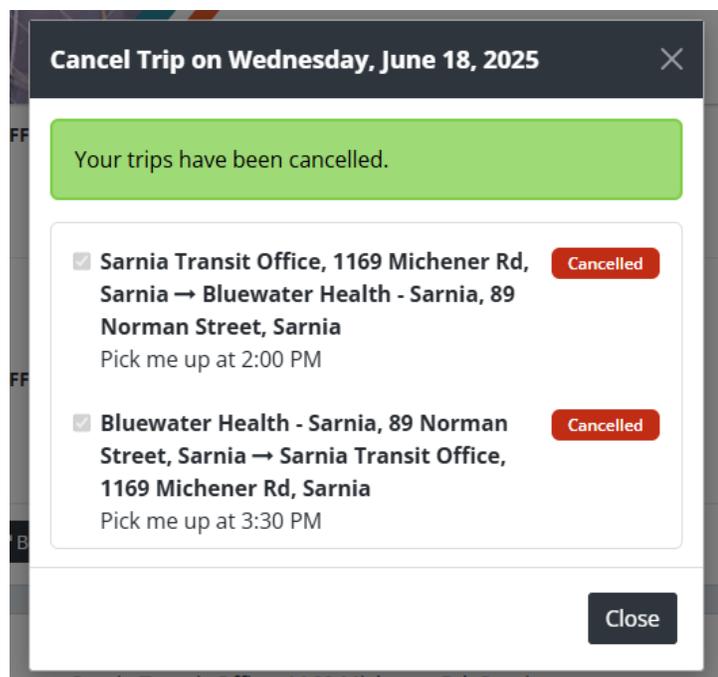


The scheduled trips will display, allowing you to select a portion of the scheduled trips to cancel or all of them. Select the trip but clicking on the box to the left.



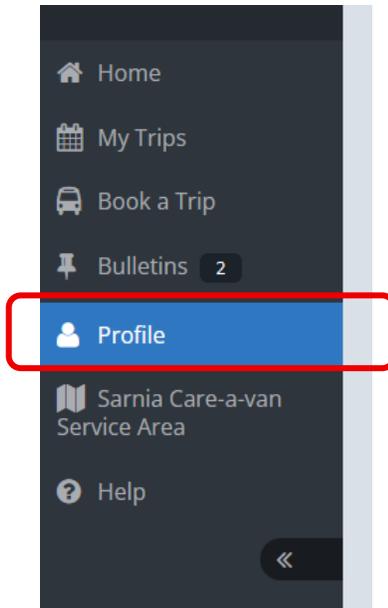
Select **“Cancel Trips”**

A confirmation of the trip cancellation will be displayed.

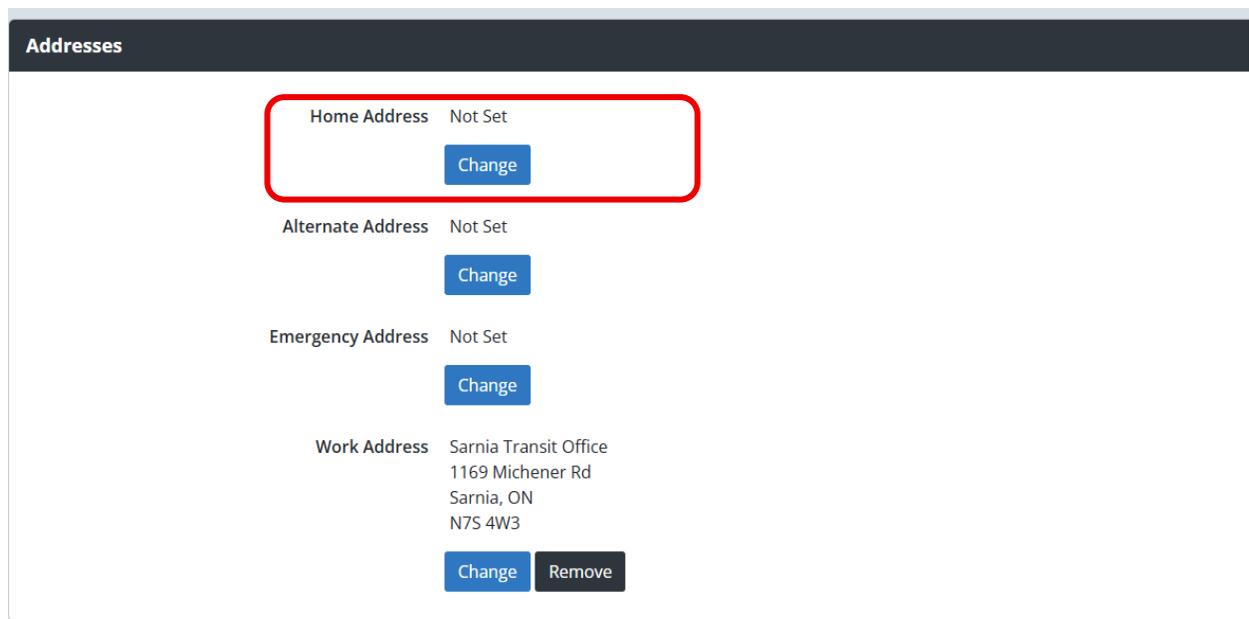


Updating Profile

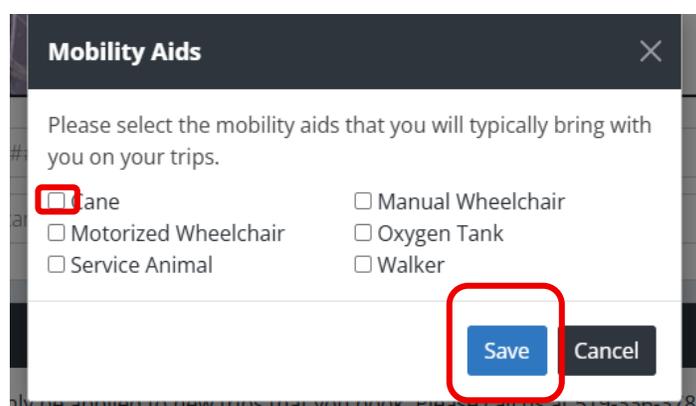
From the portal home screen, select “**Profile**” from the far-left menu



If you need to update an address, chose the type of address you need to update (Home, Alternate, Emergency, Work) by selecting “**Change**” under the appropriate section and select “**Save**”



Add any mobility aids that you typically travel with by



You can choose how you receive notifications from the system. **Please note:** If you book online, you will not receive a notification for that booking since you made it yourself, but you can always view your trips online. If you call the office to book, you **will** receive a notification, even if you regularly book online

Select the notifications you would like by selecting the appropriate box under the category

Notifications

Enabled:

Here you can choose how you want to be notified about your trips and what kinds of notifications you want to receive. You may be contacted in the following ways. If this information is incorrect, please contact Sarnia Care-a-van.

Call: (226) 349-0180

Text Message: (226) 349-0180

Email: Andrealvanderwal@gmail.com

Select which types of notifications you want to receive and how you wish to receive them:

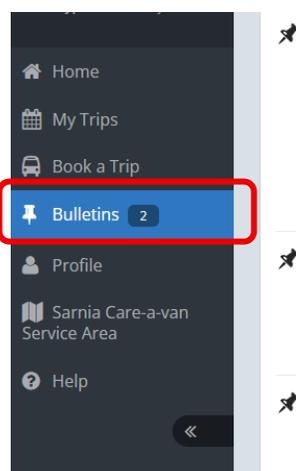
	Call	Text	Email
Trip Booking Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trip Cancel Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trip Reminder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ensure you select "Save" after your selection



Bulletins

Check the bulletins periodically to stay informed about any changes or important updates. To do this, go to the home screen and click "**Bulletins**"





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 2

Monday to Friday

10:00 am to 6:00 pm

Coming Soon.....

Phase 3 Extended Hours

Phase 4 Weekend Service

Table of Contents

Download the App	2
Create an Account.....	2
Using the App.....	6
Booking Rides on the App	11
Checking Trips You've Booked	15
Cancelling a Trip You've Booked	16
FAQs for Clients	18

Download the App

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



STEP 1 : DOWNLOAD THE RIDES ON DEMAND APP



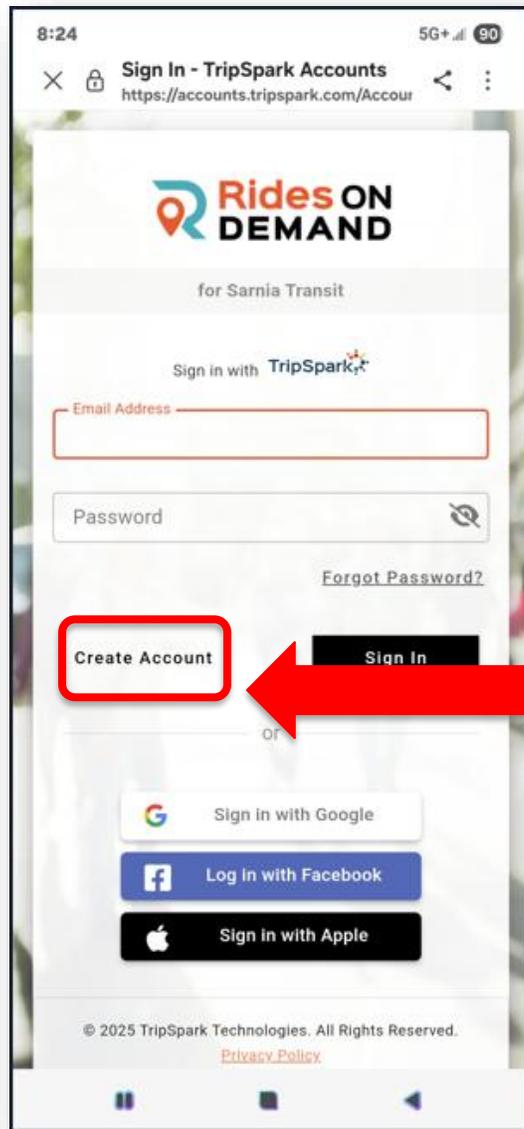
Create an Account

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**'

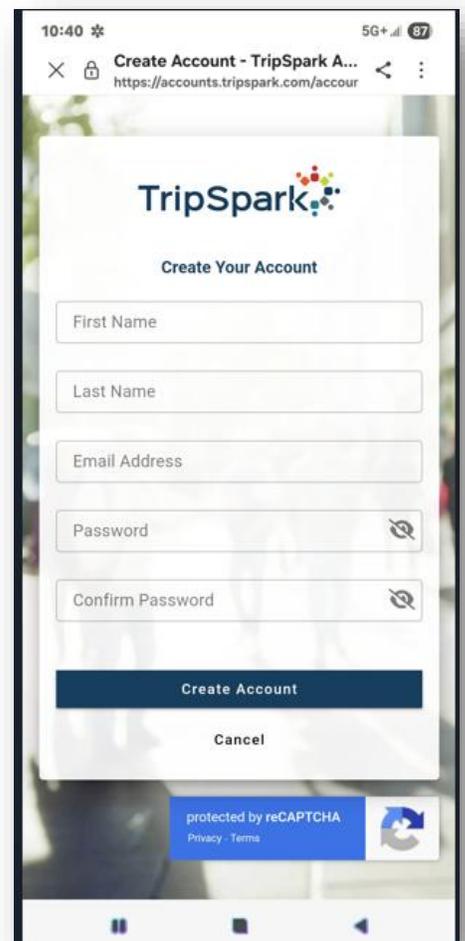


You will be redirected to the page for you to enter all the following

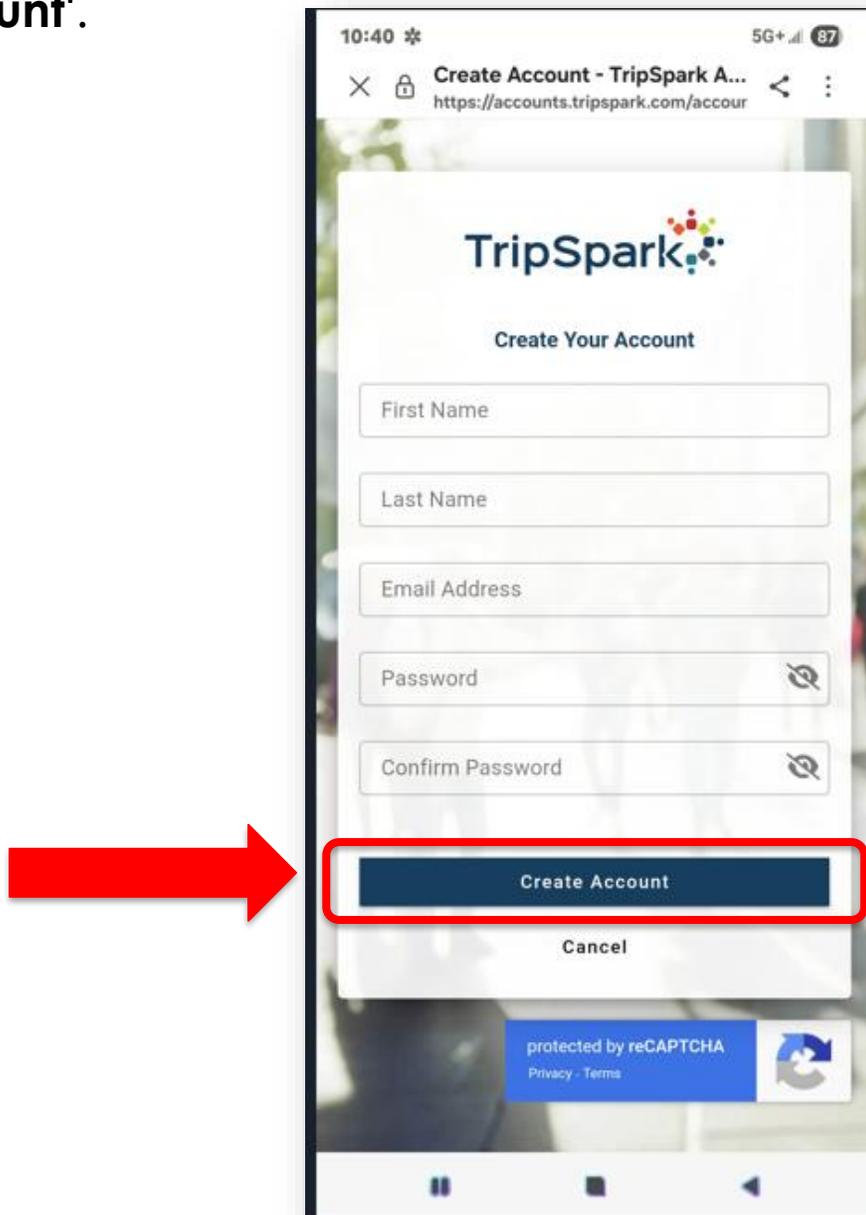
- ✓ **Name**
- ✓ **Telephone**
- ✓ **Email**
- ✓ **Password**

Password Criteria:

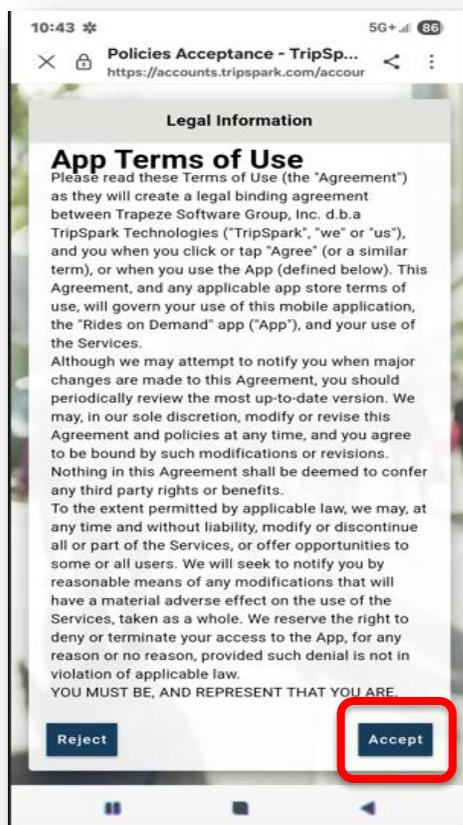
- ✓ **At least one (1) special character**
- ✓ **At least one (1) number**



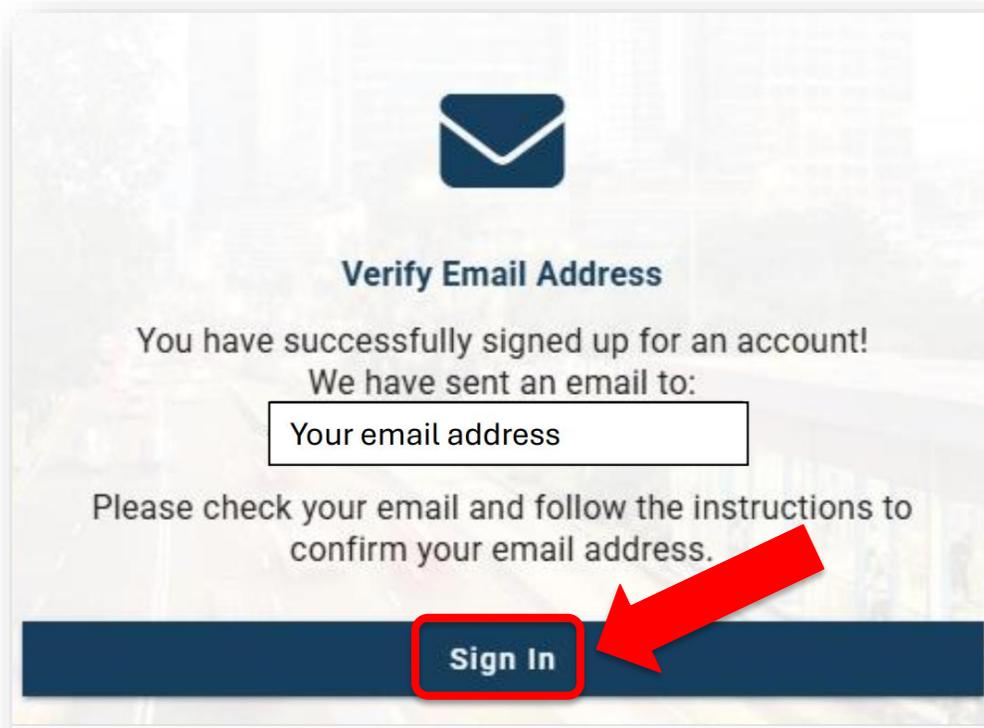
Once all the required information is filled out, select '**Create Account**'.



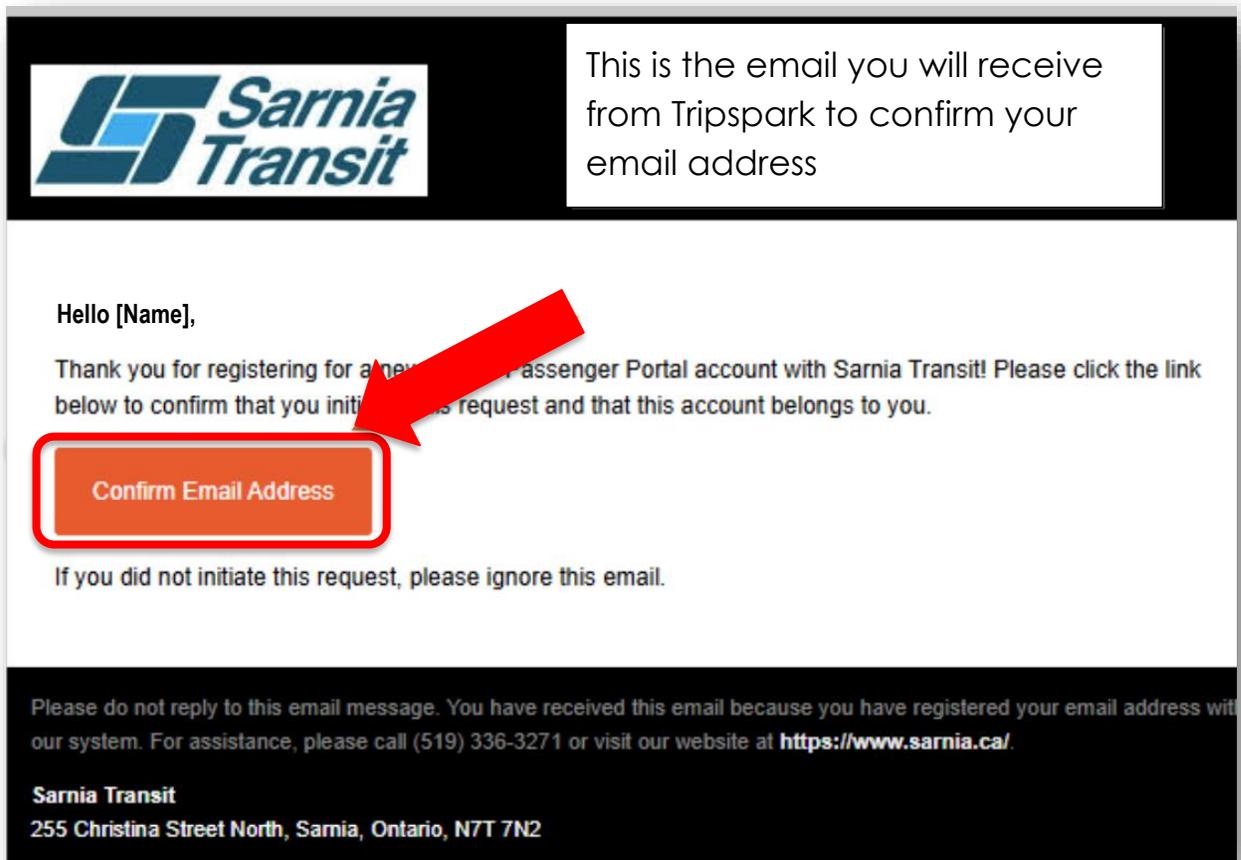
Accept the '**Terms of Use**'



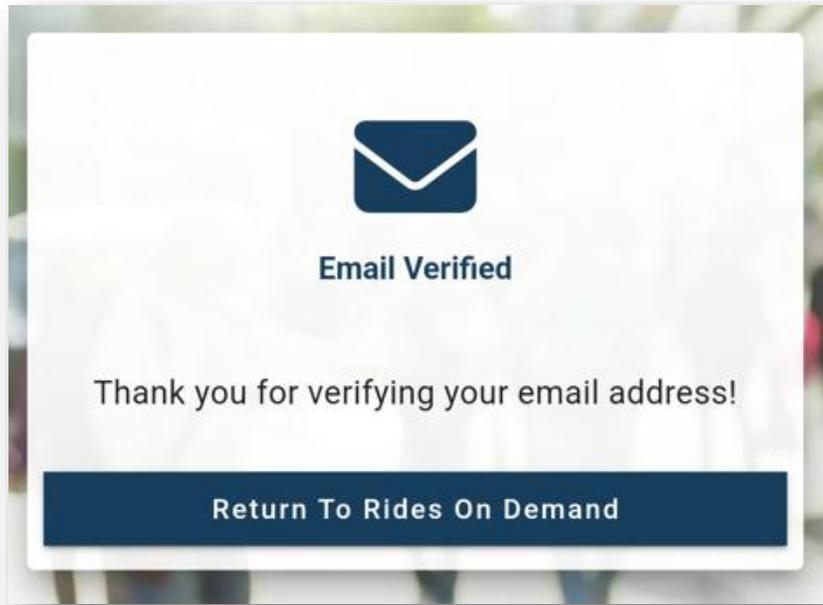
You will receive a notification that you need to confirm your email address



The email you receive will appear as follows:

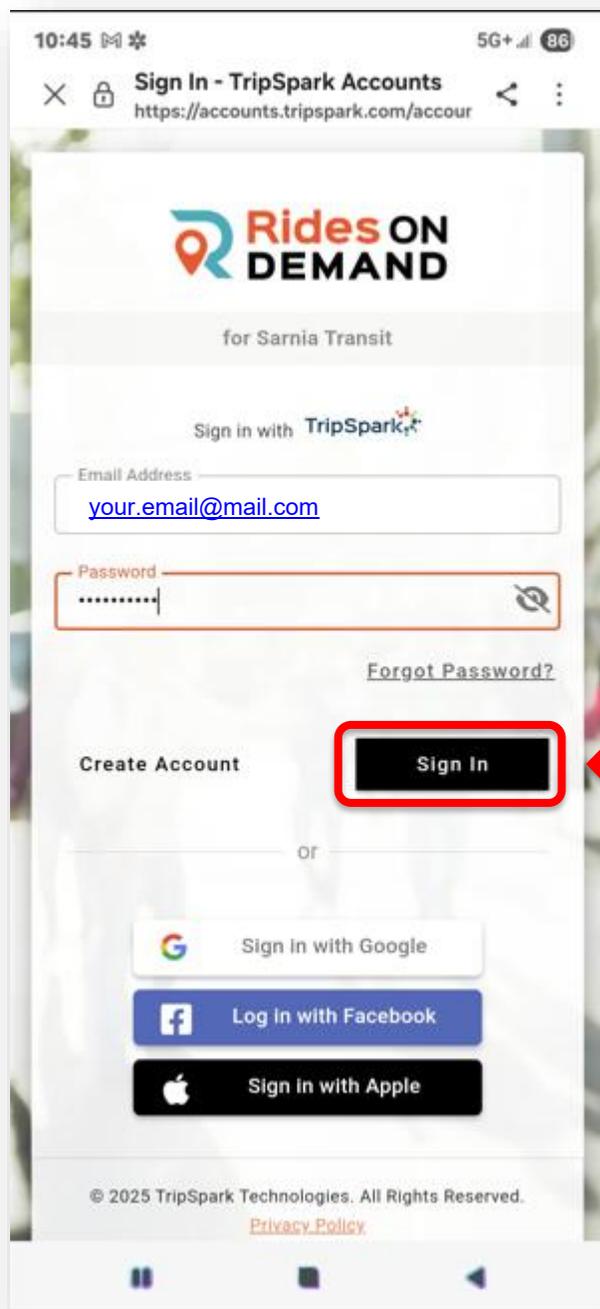


Select 'Confirm Email Address'

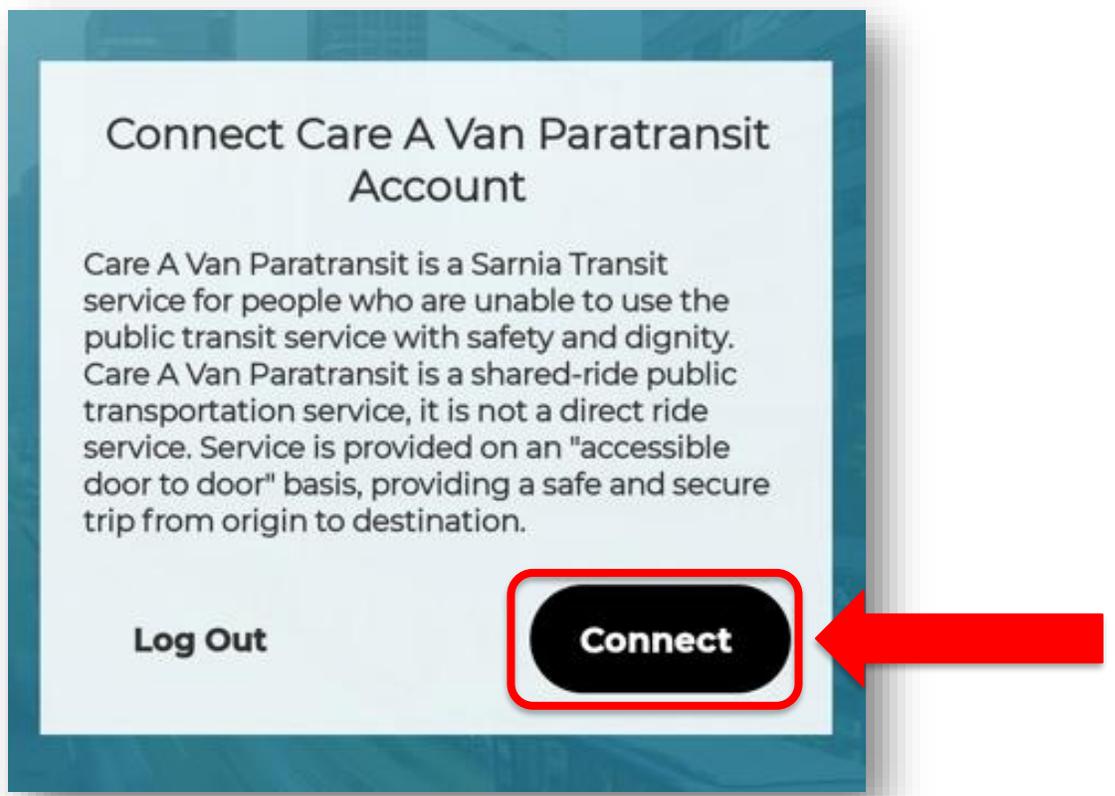


Using the App

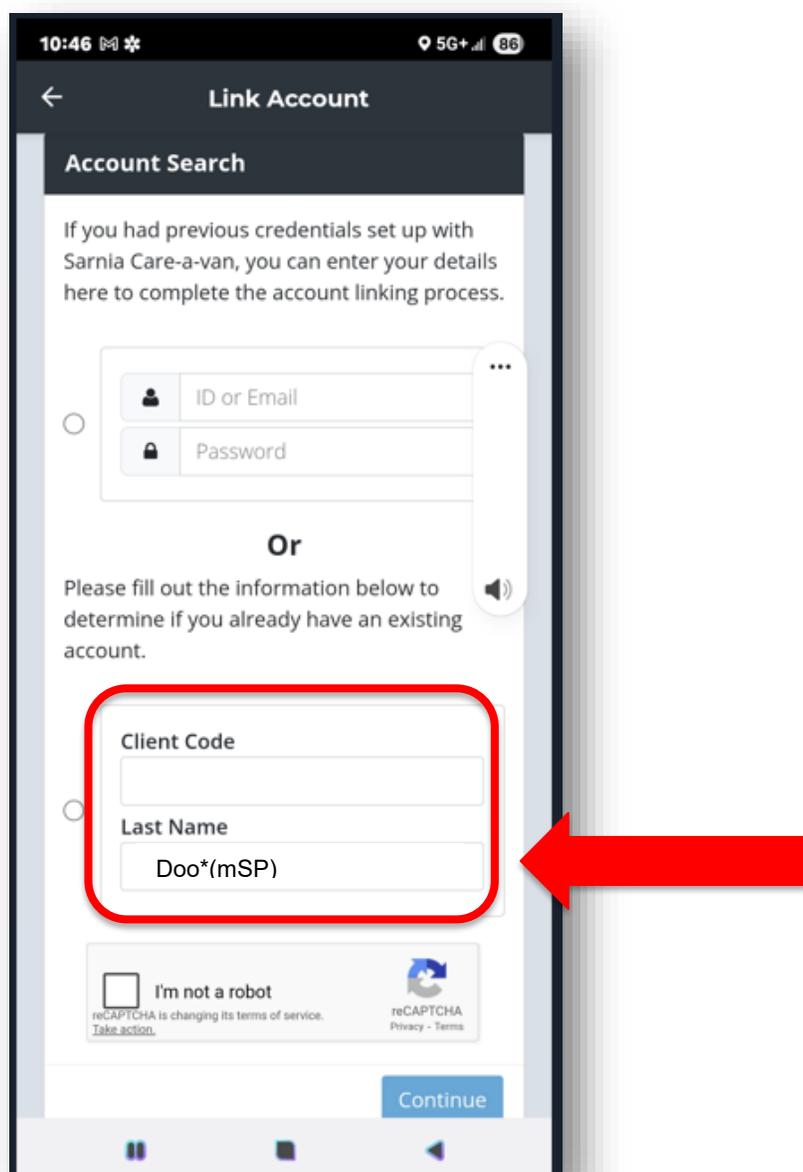
You then need to log into the app using your email address and password created



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



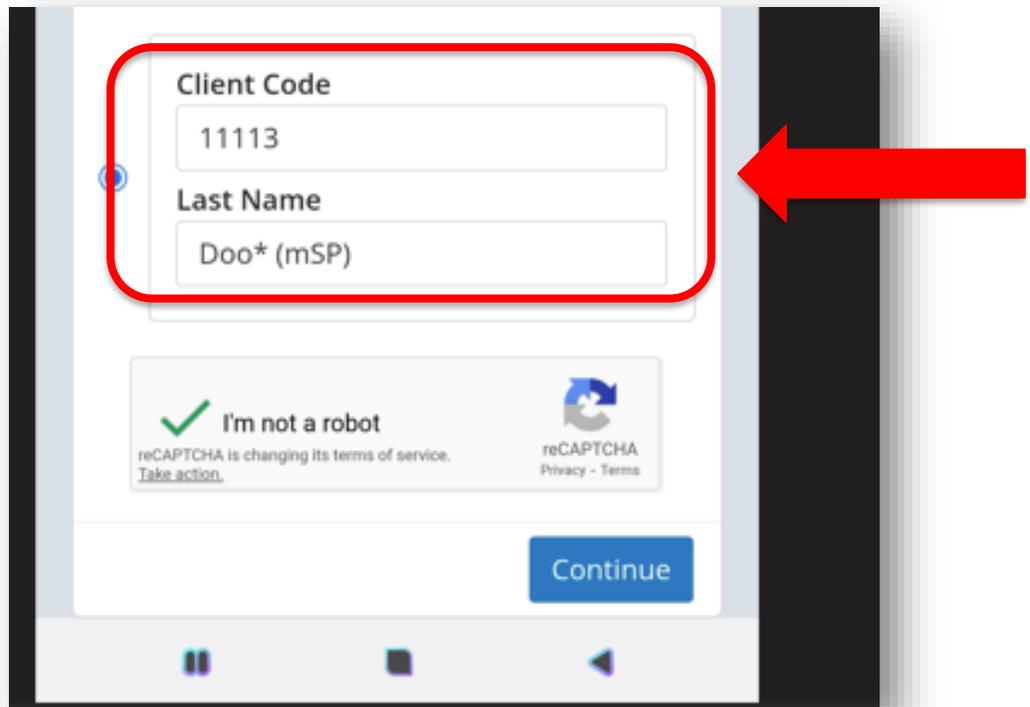
Once the Account Search screen appears, select the second option on the screen '**Client Code**' & '**Last Name**'



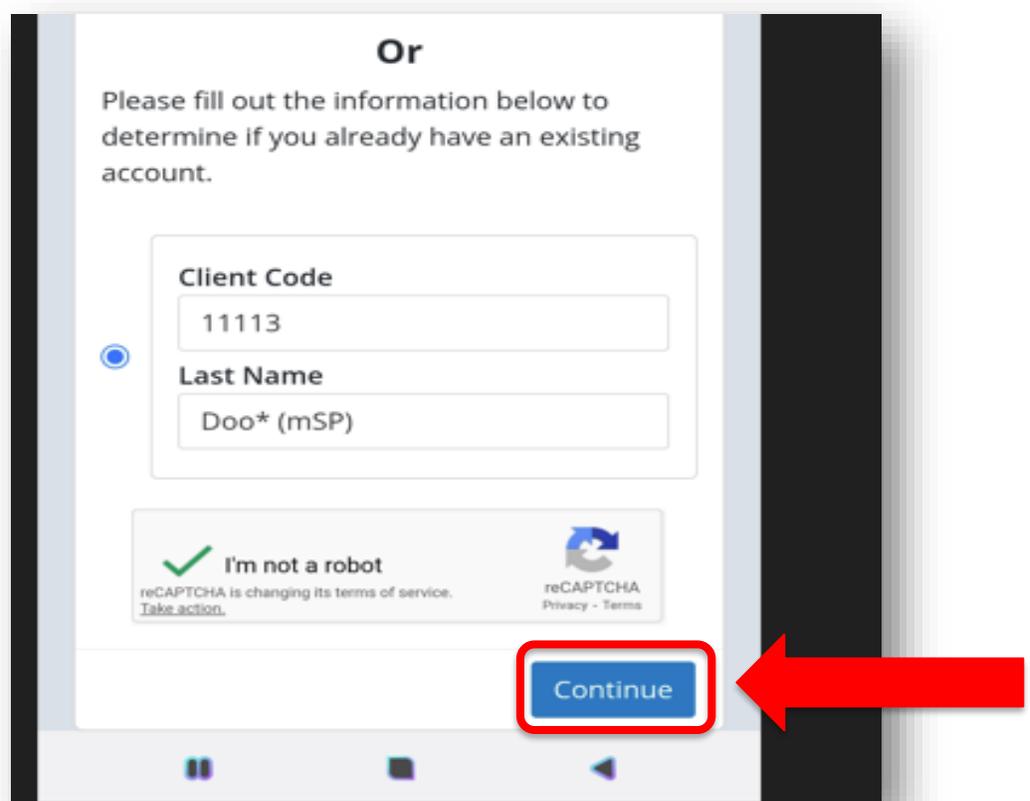
Add your client code & add your support delegation to the last name as it appears on your registration card, which is your last name, then * and your support person delegation (small o, x, or m followed by a capital SP inside brackets)

Example:

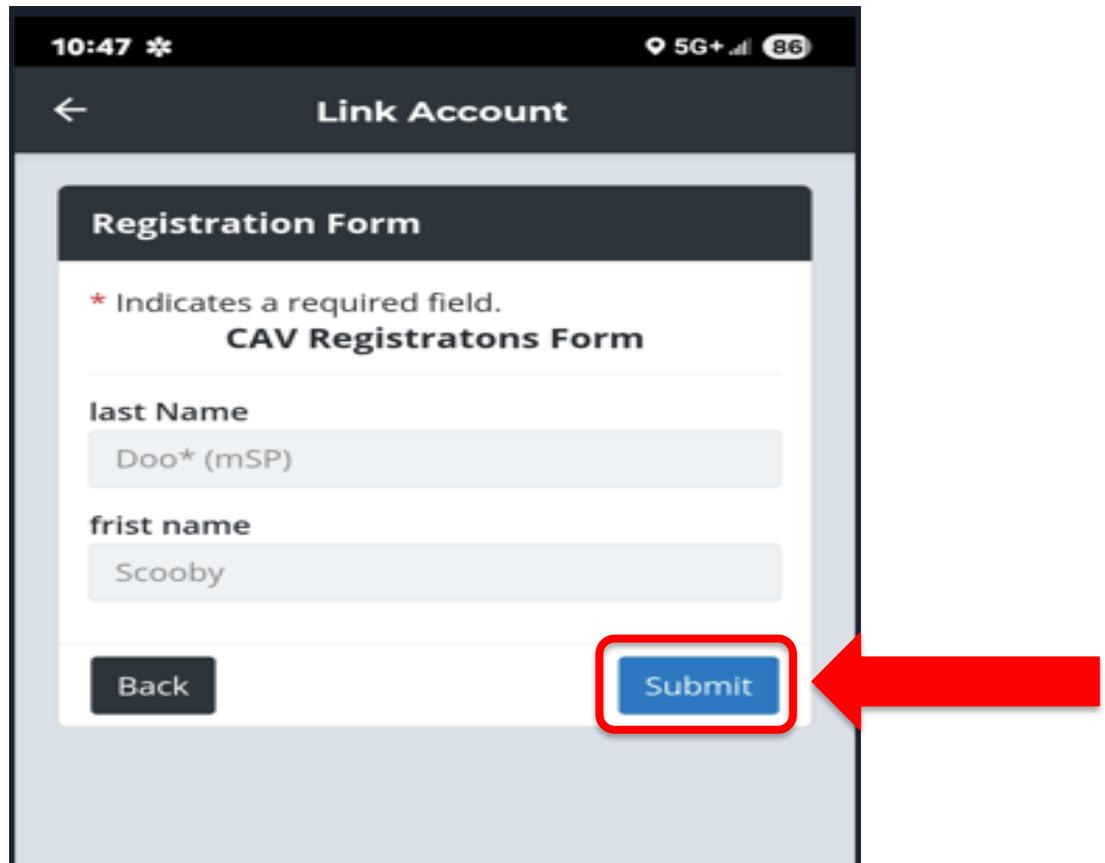
Smith*(oSP) or Smith*(xSP) or Smith*(mSP)



Select '**Continue**'

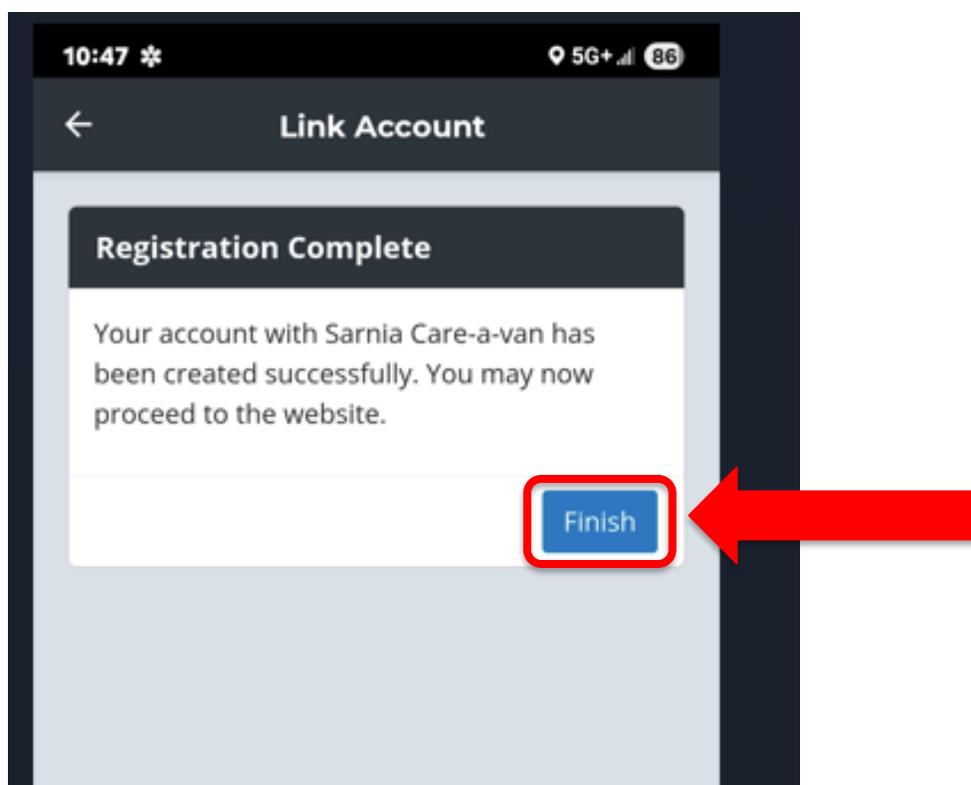


A Pop up to complete the registration will appear, select **'Submit'**



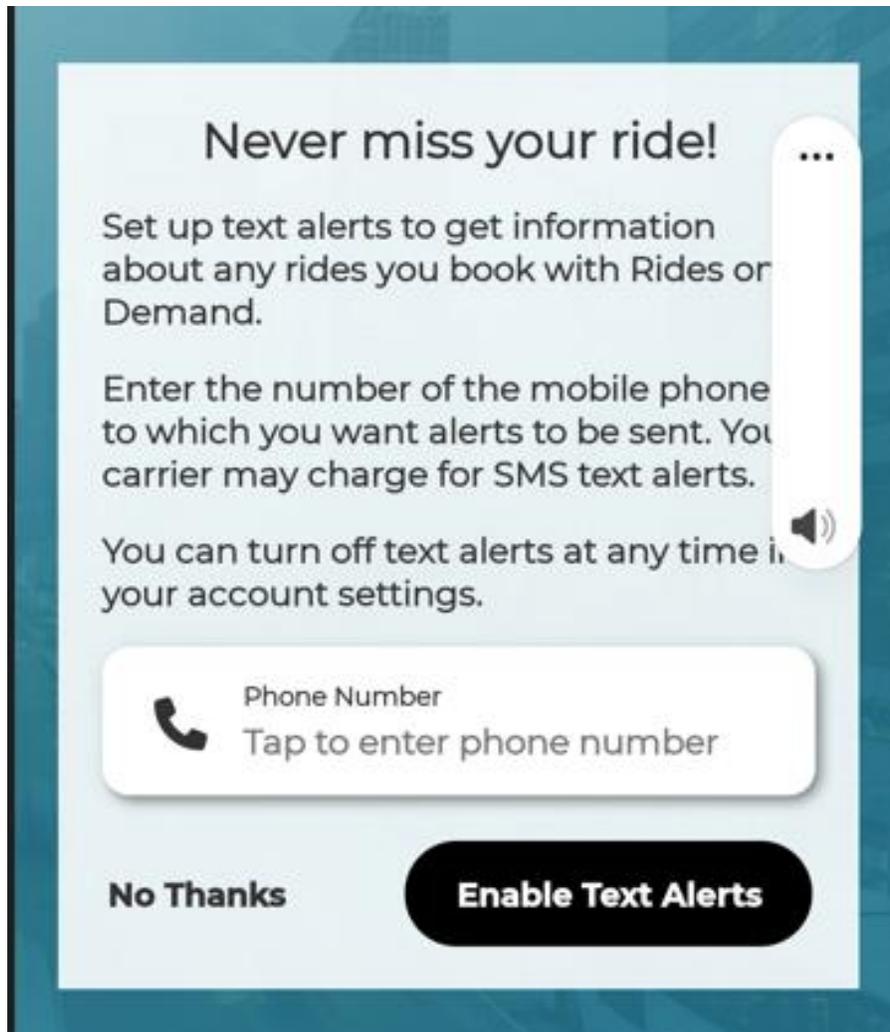
The screenshot shows a mobile application interface for 'Link Account'. At the top, the status bar displays '10:47', signal strength, '5G+', and battery level '86'. Below the status bar is a navigation bar with a back arrow and the title 'Link Account'. The main content area is titled 'Registration Form' and includes a note: '* Indicates a required field.' Below this is the 'CAV Registratons Form' (note the typo). The form contains two text input fields: 'last Name' with the value 'Doo* (mSP)' and 'frist name' (note the typo) with the value 'Scooby'. At the bottom of the form are two buttons: a dark grey 'Back' button on the left and a blue 'Submit' button on the right. A red rectangular box highlights the 'Submit' button, and a red arrow points from the right edge of the screen towards the button.

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



The screenshot shows the same mobile application interface, but now displaying a confirmation message. The title is 'Registration Complete'. The message text reads: 'Your account with Sarnia Care-a-van has been created successfully. You may now proceed to the website.' At the bottom right of the message area is a blue 'Finish' button. A red rectangular box highlights the 'Finish' button, and a red arrow points from the right edge of the screen towards the button.

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"

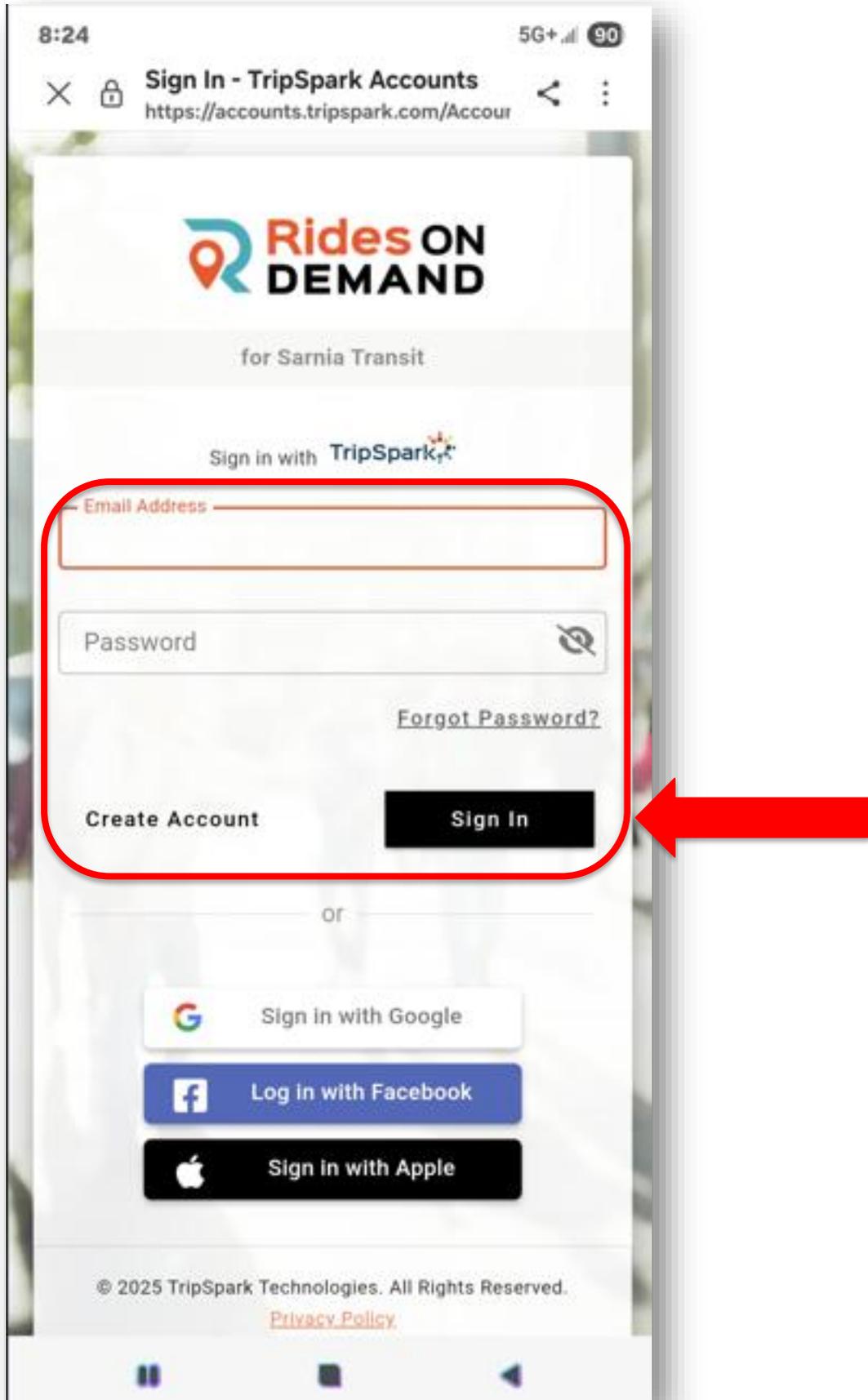
(Note: you will only receive alerts **if** you have opted to receive SMS notifications on your Care-a-Van account. Visit FAQ's for how to make changes)

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

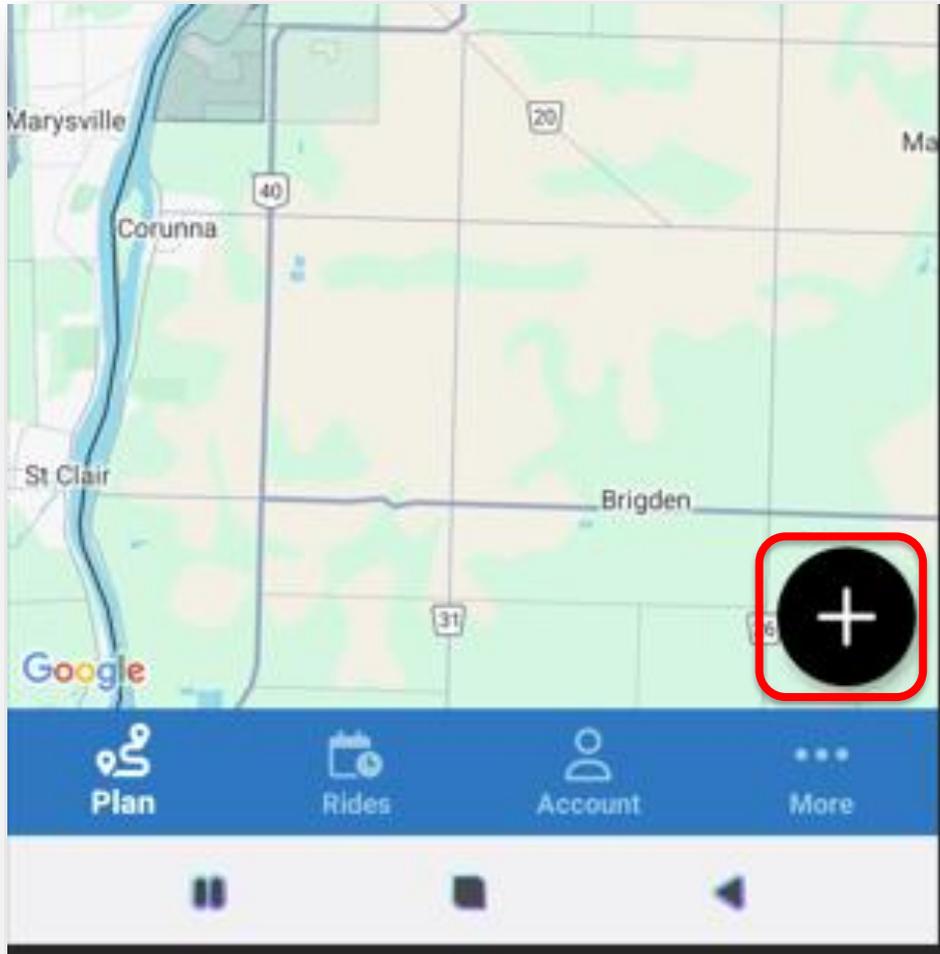
Booking Rides on the App

To book a ride, follow these simple steps:

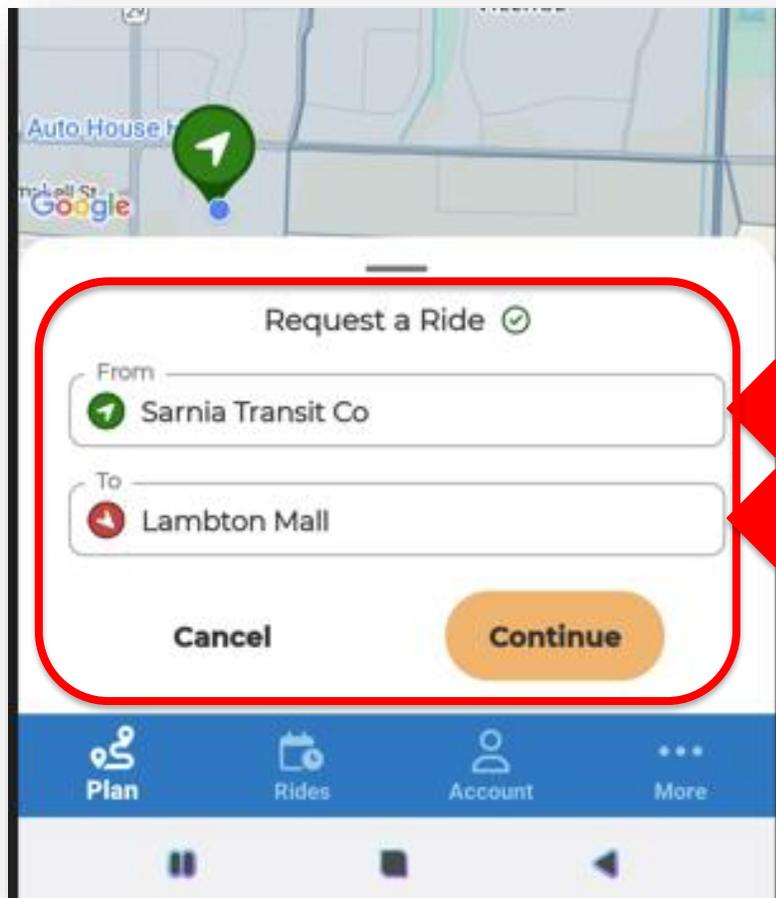
Open the app and log in with your email address and password & select '**Sign In**'



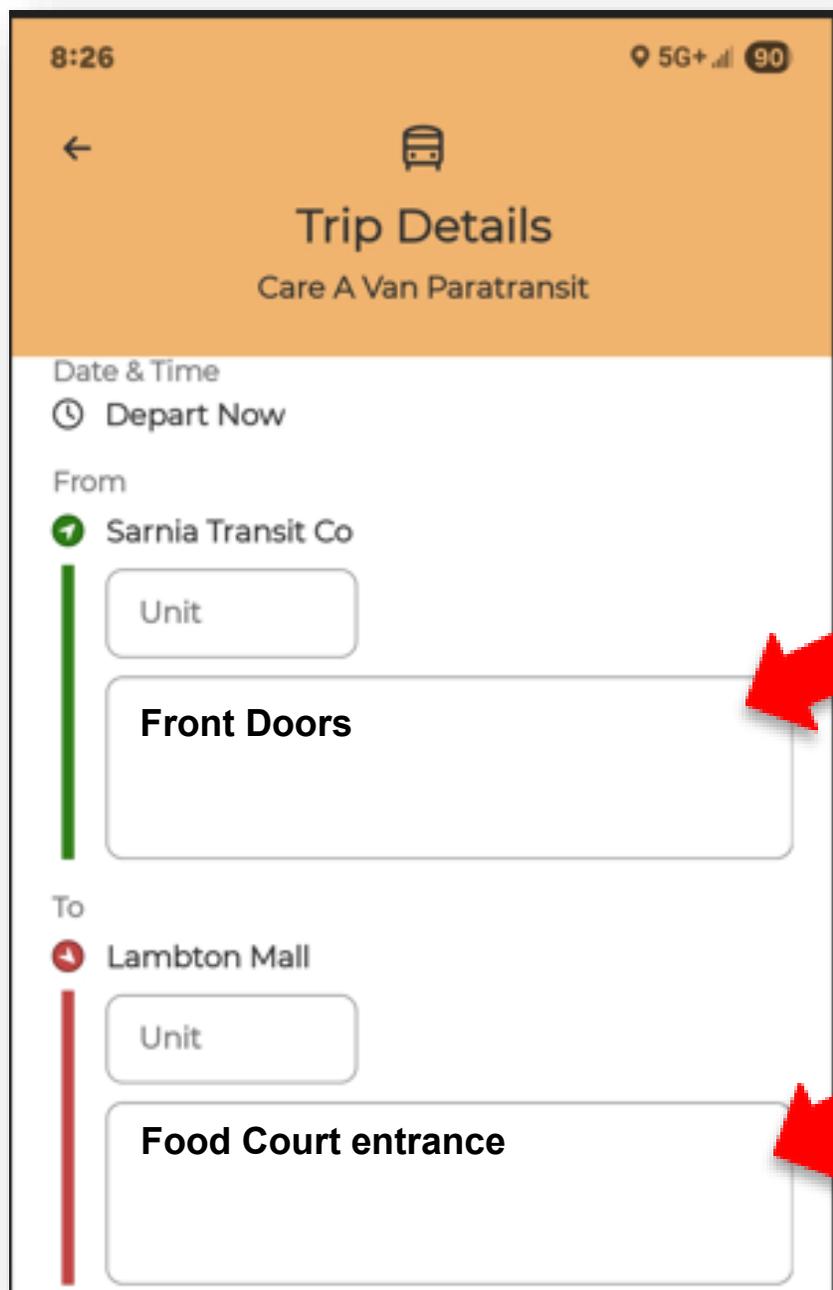
Tap the '+' symbol to start booking.



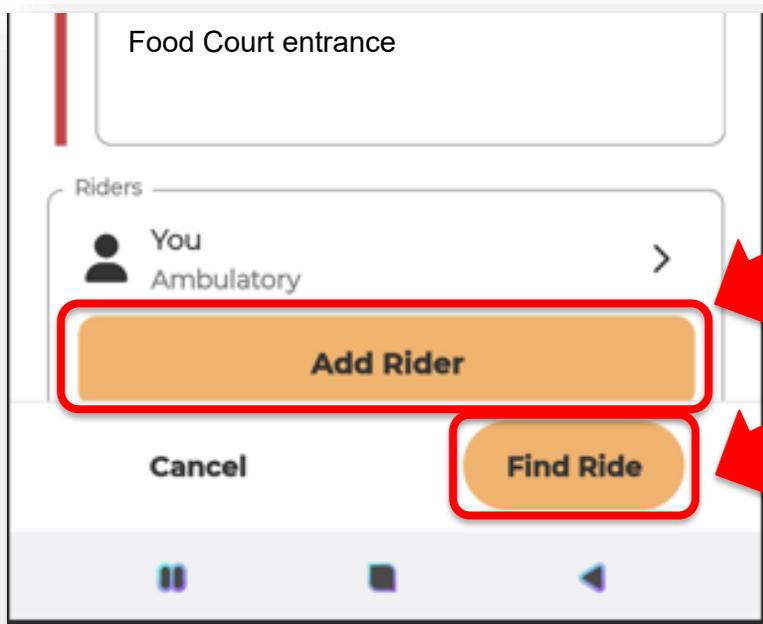
Choose your **pickup** and **drop-off** locations & select 'Continue'



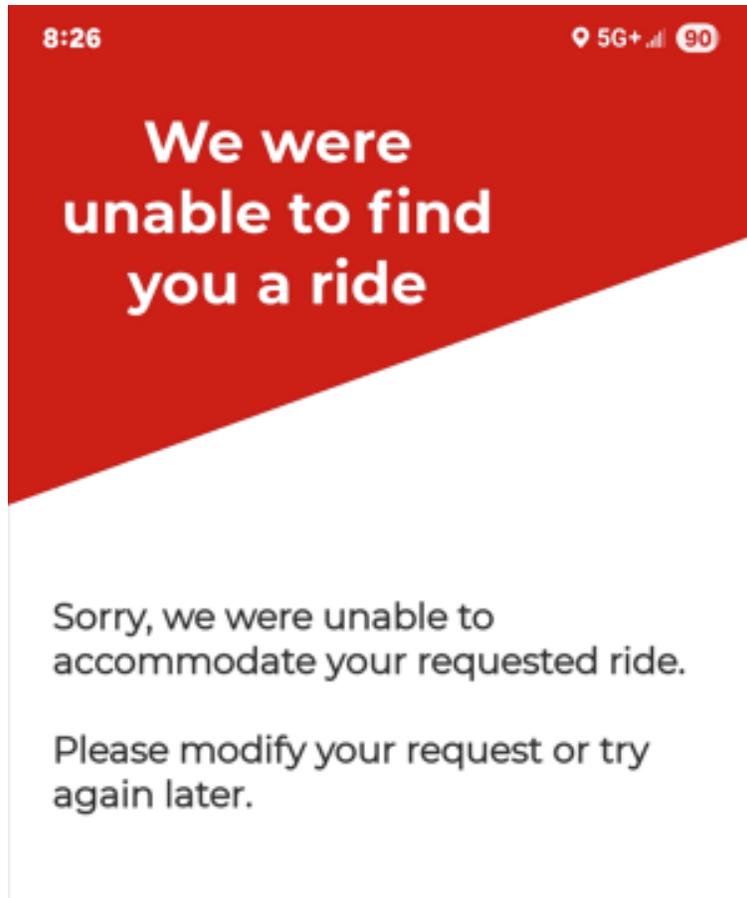
You can add any details regarding your pickup or drop-off location (e.g. I will be at the East Side of the Building)



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



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

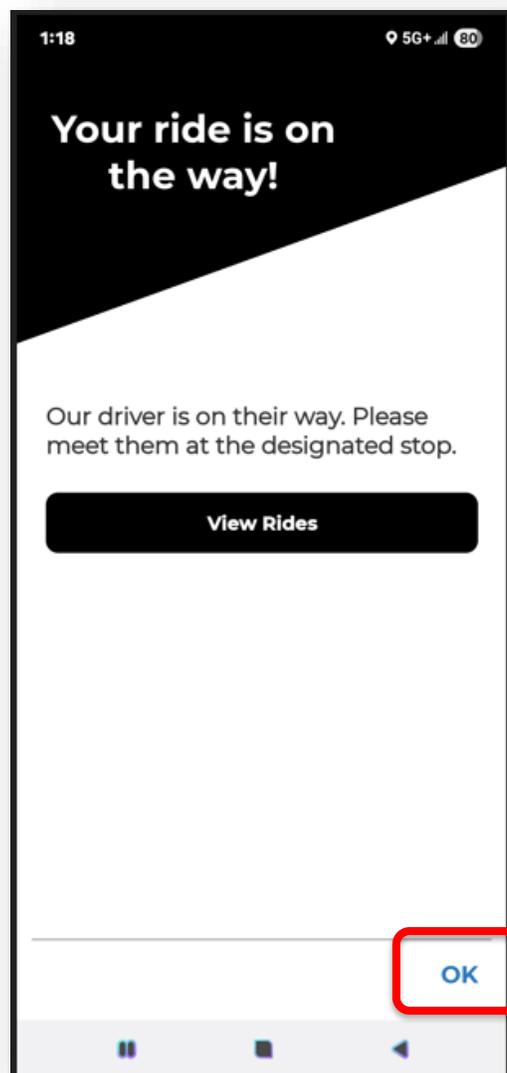


If a ride is available, tap '**Confirm**' before the countdown ends to book it.



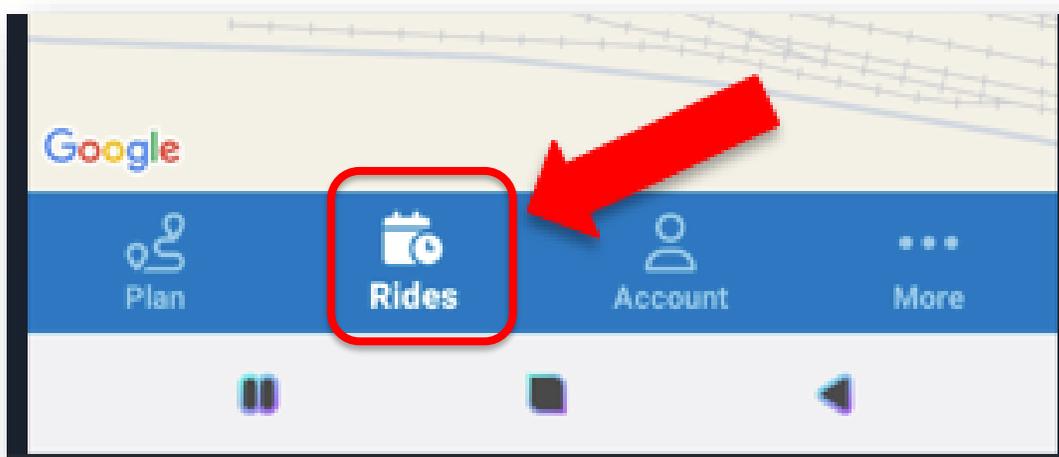
This number indicates the countdown time left to confirm your trip

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'**

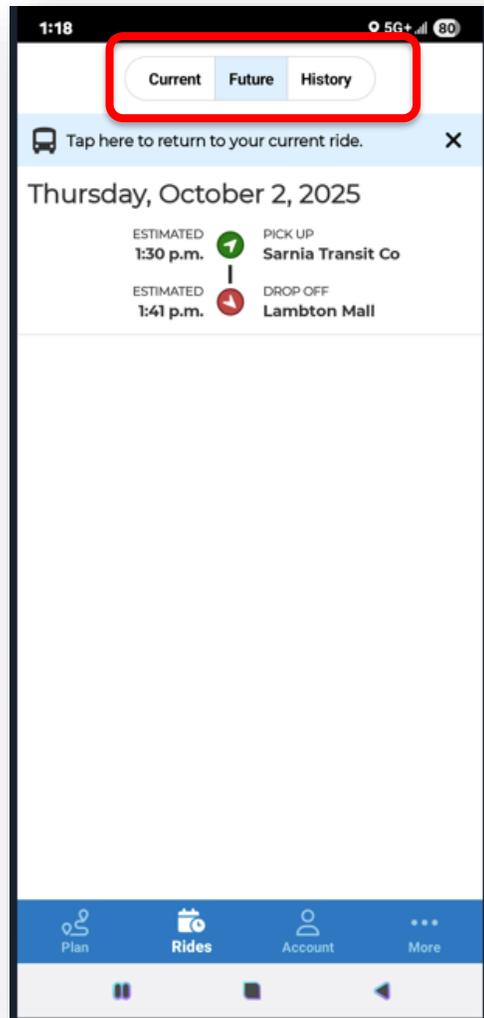


You view your “current”, “future” and “history” along the top banner under the Rides category.

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

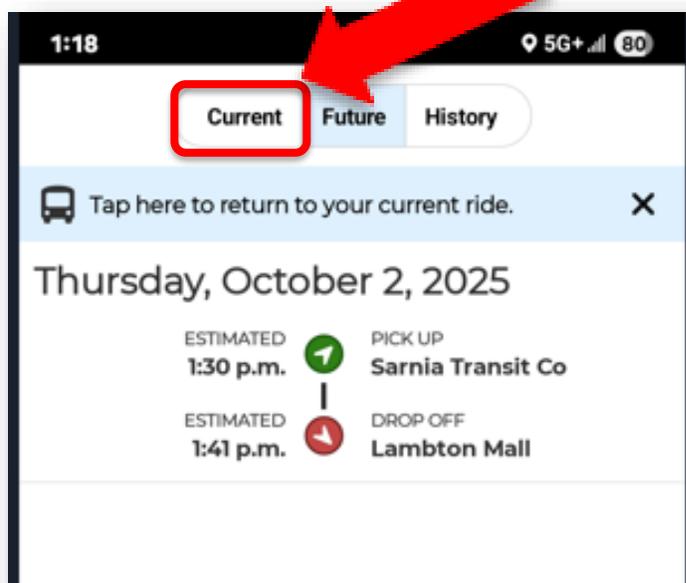
Future Tab: Rides that are booked and you are waiting for.

History Tab: Rides you have already completed.

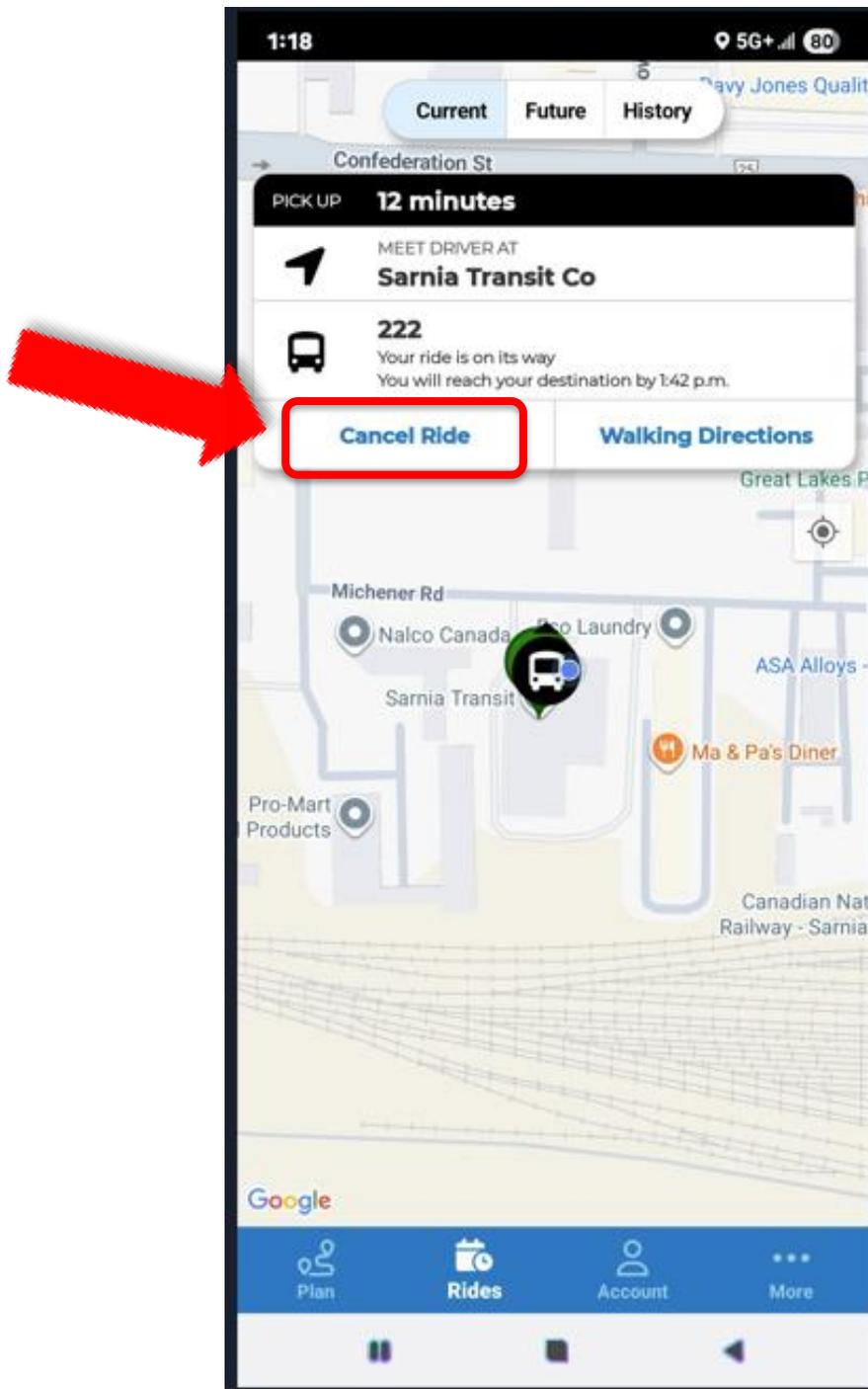


Cancelling a Trip You've Booked

Go to 'Current Rides'.

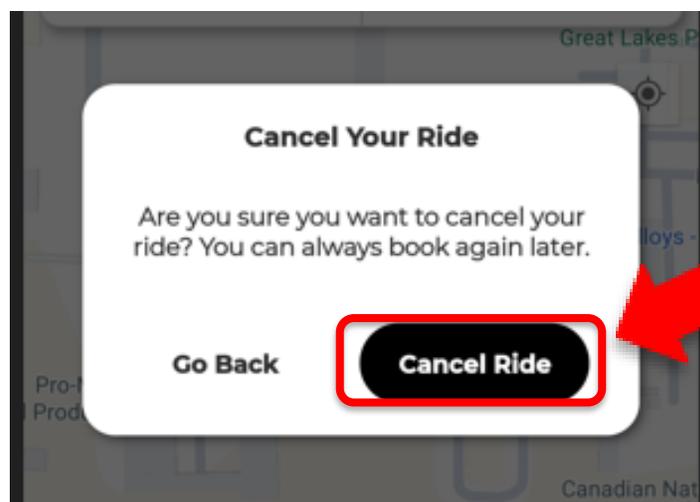


Tap **'Cancel Ride'**



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**

Your Registration Card



Client Registration Card

Things to Remember:

* Always be ready 15 minutes ahead of scheduled times

Failure to do so, may result in you missing your trip

* If a Support Person is required, as indicated below, one **must** be present at the time of pickup **and must** travel with the client for the duration of the trip.

Care-A-Van Client Code# _____

Name: _____

Address: _____

Permanent Client or Expiry Date: _____

Is Support Person Required?

Yes, Always Occasionally No, Never

To avoid paying penalties, cancellations must be made at least 24 hours in advance by calling the Care-A-Van booking line or visiting our online passenger portal to cancel your trips

*****Service Change (January 2023)*****

ALL bookings can now be requested to a maximum of 14 days in advance regardless of the purpose of the trip (ie Medical, non-medical)



Online Passenger Portal

<https://booksarniacareavan.tripsarkhost.com>

To register, use your **Client Code** found on reverse

Telephone Booking Line

519-336-3789

Leave a voicemail message with the following information:

- Client Name
- Phone number
- Date of request
- Destination
- Pickup time
- Return time

To avoid delays in the confirmation of your trip booking, please be sure to leave all of the above information within your voicemail message.

Our automated notification system will not respond to an incomplete request or lack of information