

Five steps to booking a trip with Transit Plus under the first-come, first-served booking system

1. Call the Contact Centre to book a trip.
2. If you receive confirmation that your trip can be accommodated, you will be immediately provided with a 30-minute pickup window. Please make note of it, there is no need to confirm your trip again.
3. **If your trip can't be accommodated based on availability** at the time you make your request, you will be offered a different time. You may accept the alternate time, or ask to be put on a waitlist.
4. If you have opted in for notifications, a phone call the night before your trip will confirm details for you. Notifications will take place with both trips booked immediately or by waitlist.
5. If you have not opted-in for notifications and you are on a waitlist, you can check if your trip request has been accommodated by calling Transit Plus.