Simpler booking. Smarter scheduling.

Booking options

Ways to book

Book and manage your Lift+ rides:

- Online from your computer, tablet, or smartphone.
- Using the Thunder Bay Transit On-Demand mobile app.
- By phone using the Lift+ booking line.

Efficient ride scheduling

Booking and scheduling tools help us:

- Reduce wait times on the booking line.
- Schedule rides more efficiently.
- Provide more rides with available buses.

30-minute pickup window when booking rides:

- You'll be provided with a 30-minute pickup window rather than an exact pickup time.
- This gives us more flexibility when scheduling rides and helps us serve more customers.

Booking by phone

Call **(807) 345-0777** to book your Lift+ rides.

- Book up to 7 days in advance.
- Phone booking hours:
  - *Weekdays:* 8:30 a.m. – 11:00 p.m.
  - *Saturdays:* 9:30 a.m. – 11:00 p.m.
  - *Sundays & Holidays:* 9:30 a.m. – 10:00 p.m.

Scan to learn more

lift+

Booking and managing your rides

Thunder Bay Transit's Lift+ Customer Service

(807) 345-0777

thunderbay.ca/liftplus

liftplus@thunderbay.ca

570 Fort William Road,
Thunder Bay, ON
P7B 2Z8

Your guide to booking and managing Lift+ rides

CITY OF Thunder Bay Superior by Nature | TRANSIT

CITY OF Thunder Bay Superior by Nature | TRANSIT

How to book online or using the app.

Before you begin

You must have a mobile phone number or email address number registered with Lift+.



Don't have an email or mobile phone number registered with Lift+?

Call Thunder Bay Transit Customer Service to add or update your email or mobile phone number.

Using an Email Address to Login?

Contact Transit Customer Service to receive a temporary password for your first login.

1 Login

Visit the Thunder Bay Transit On-Demand website or open the mobile app. You can find links to both at: thunderbay.ca/liftplus.

Mobile Phone

Enter the mobile phone number that is registered with your Lift+ account. A verification code will be sent by text message. Enter that code to login.

Email Address

Select the Login with password option. Enter your email address and the temporary password provided by Transit Customer Service.

2 Enter your ride details

Choose your pickup location, destination, date and preferred travel time.

Choose the best time option

You can choose to **Depart at** or **Arrive by** a specific time.

Depart at: choose this option if you want to be picked up around a certain time.

Arrive by: choose this option if you need to arrive at your destination by a certain time.

3 Review your booking

Review the trip information and pickup windows provided. Select your preferred ride.

4 Reserve your ride

Confirm your trip. You'll have the option to book a return ride.

Stay informed about your rides.

Receive **helpful updates about your rides** by phone call or text message, including:

- A reminder the day before your trip.
- A notification when your bus is about 15 minutes away.
- A notification when your bus has arrived.

Please be ready when your vehicle arrives, as your driver can only wait a maximum of five minutes.

Want to change how you receive ride updates?

Contact Transit Customer Service at (807) 684-3744.

Ride management made easy.

You can easily **view and manage** your rides on the website or mobile app. Can't make your ride? You can cancel with the click of a button.

Prefer to call? No problem. Call the Lift+ booking line at (807) 345-0777 to check or cancel your rides.

Can't make your ride?

Please cancel as soon as possible. This may allow us to offer the ride to another rider.