lift+

Booking and managing your rides





Your Lift+ Guide

Thunder Bay Transit On-Demand

CITY OF Thunder Bay
Superior by Nature

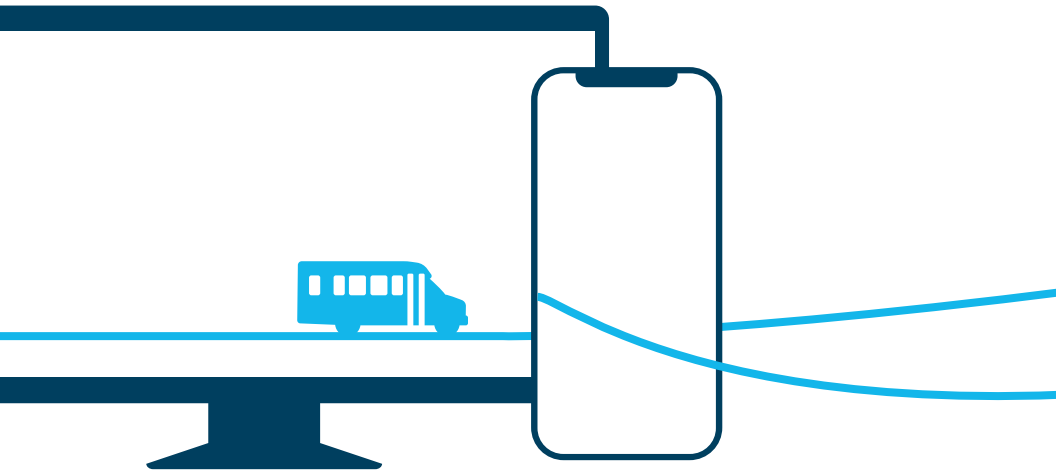
TRANSIT

Simpler booking. Smarter scheduling.

Ways to book

Registered Lift+ customers can book, view and cancel rides in three ways:

- Online on a computer, tablet or smartphone.
- In the Thunder Bay Transit On-Demand mobile app.
- By phone through the Lift+ booking line.



Prefer calling in?

Call **(807) 345-0777** to book, check or cancel your Lift+ rides.

Booking by phone

The Lift+ booking phone number remains **807-345-0777**.
You can continue to book rides up to seven days in advance.

Telephone booking hours remain:

- *Weekdays:* 8:30 a.m. to 11:00 p.m.
- *Saturdays*: 9:30 a.m. to 11:00 p.m.
- *Sundays and holidays:* 9:30 a.m. to 10:00 p.m.

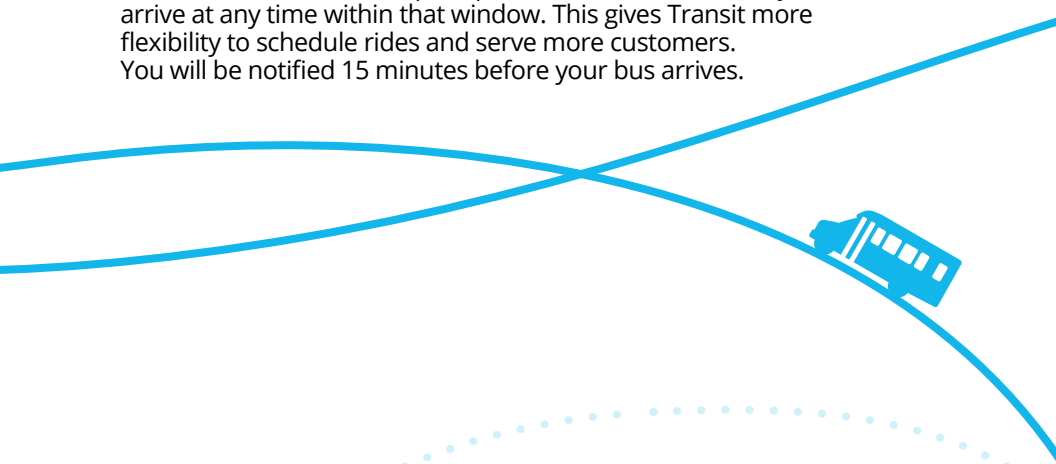
Using the website or mobile app is optional.

Efficient ride scheduling

The booking and scheduling tools help reduce wait times on the booking line, schedule rides more efficiently and provide more rides with the buses we have.

Your 30-minute pickup window

You'll receive a 30-minute pickup window. Your vehicle may arrive at any time within that window. This gives Transit more flexibility to schedule rides and serve more customers.
You will be notified 15 minutes before your bus arrives.



Get started. On-Demand.

You can access Thunder Bay Transit On-Demand using the website or mobile app. Both options allow you to book, view and manage your Lift+ rides.

Open the booking website or download the app

Use the link below or scan the QR code to get started. It will take you to the booking website, the Apple App Store or Google Play, depending on the device you're using.

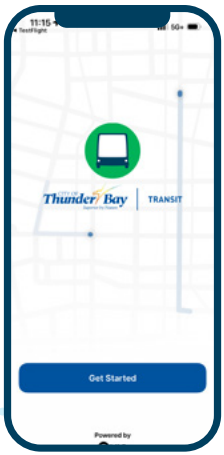
www.thunderbay.ca/liftplus

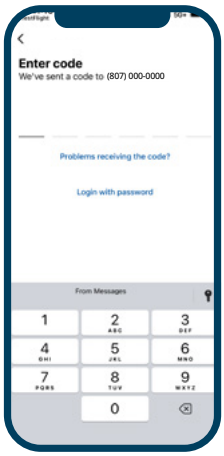
Before you sign in

You'll need a mobile phone number or email address registered with Lift+. If you sign in with email, contact Transit Customer Service for a temporary password before signing in for the first time. Call Lift+ Customer Service to add or update your mobile phone number or email address at 807-684-3744.

Don't want to use the website or app?

That's okay. Online booking is optional, and you can continue to book your Lift+ rides by telephone at 807-345-0777.





How to sign in for the first time

1 Open Thunder Bay Transit On Demand

Open the mobile app or website. In the app, select **Get Started**.

2 Choose how to sign in

Use your mobile phone number

Enter the mobile phone number registered with Lift+ and select Next. Enter the six-digit verification code sent to you by text message.

Use your email address

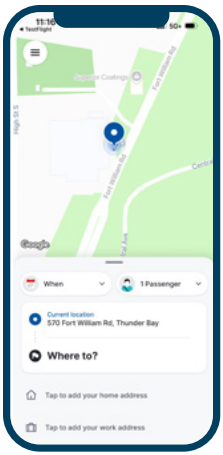
Select Login with password. Enter the email address registered with Lift+ and the temporary password provided by Transit Customer Service.

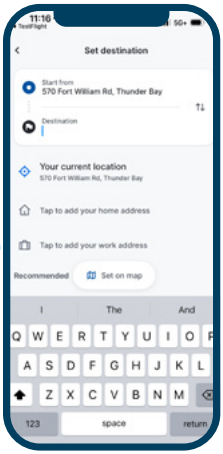
3 Enter your verification code if you used a cell phone

Check your text messages for the six-digit verification code and enter it when prompted. Once verified, you can access your Lift+ booking account.

If someone manages your rides for you

A family member, caregiver or support person can use the website or app on your behalf. They'll need the mobile number or email address registered on your Lift+ account for them.





How to book a ride

1 Check your starting location

From the home screen, confirm the starting location shown. Select **Where to?** to enter your destination.

2 Enter your destination

Type the address or name of the place you are travelling to. Check that both the starting location and destination are correct.

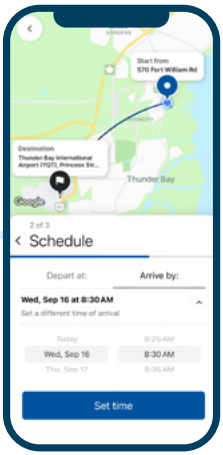
3 Choose your travel reason

Select the reason for your trip from the options provided, then select **Next**.

How to book a ride - choose your time

We recommend using "Arrive by" whenever possible

If you need to be at your destination by a certain time - for example, for an appointment, work or school - select Arrive by. This helps the system find a trip that is planned around the time you need to be there.



4 Choose Depart at or Arrive by

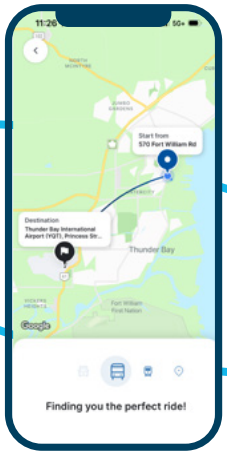
Depart at is the time you would like to leave. Arrive by is the time you need to be at your destination.

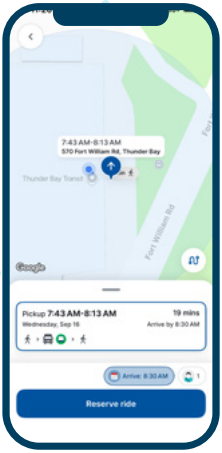
5 Choose the date and time

Select your date and preferred time, then select **Set time**. Lift+ rides can continue to be booked up to seven days in advance.

6 Wait while the system looks for a ride

Thunder Bay Transit On-Demand will search for a ride based on the information you entered.





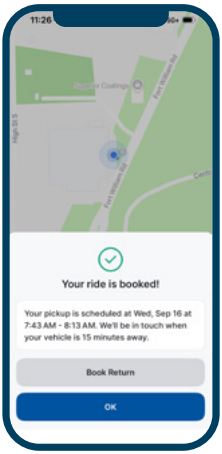
Review and reserve your ride

7 Review the ride offered

Carefully review the pickup window, date, destination and other trip details. The pickup time is shown as a window because your vehicle may arrive at any time during that period.

8 Select Reserve ride

If the ride information works for you, select **Reserve ride**. Your trip is not booked until you complete this step.

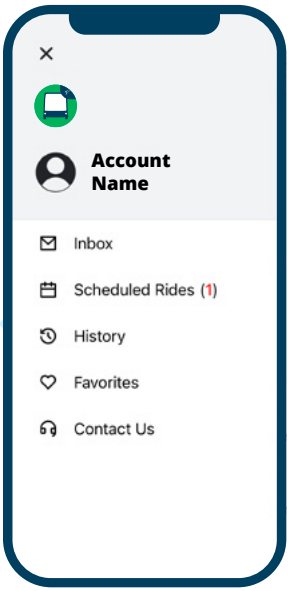


9 Look for the booking confirmation

When the booking is complete, you will see Your ride is booked! The confirmation shows your scheduled pickup window. Select **Book Return** if you also need to book your return trip.

Important

Before closing the app or website, make sure you see the booking confirmation screen. Seeing an offered ride is not the same as reserving it.



How to view and manage scheduled rides

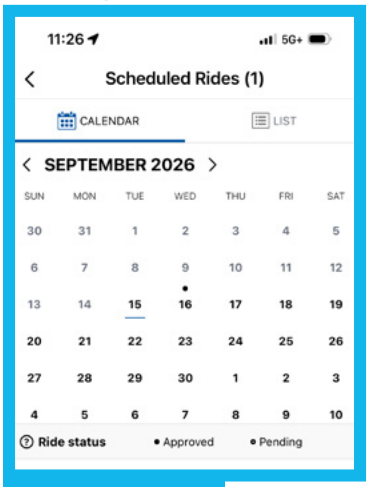
1 Open the menu

Select the menu button in the upper-left corner, then select **Scheduled Rides**.

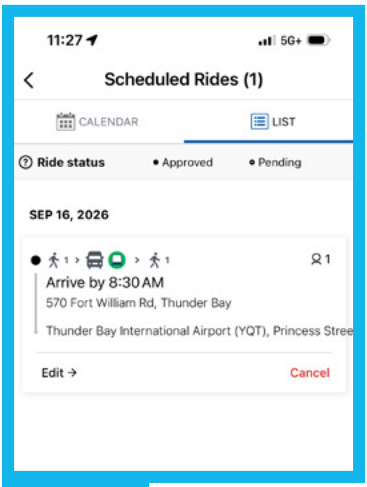
2 View your rides

Scheduled Rides can be viewed by Calendar or List. Each ride shows information such as the date, requested arrival time, pickup location and destination.

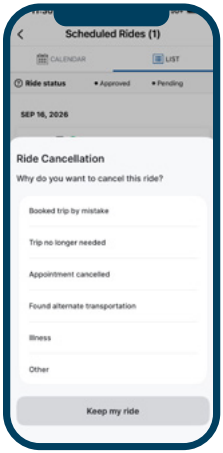
The screen also shows a ride status, such as Approved or Pending. Customers should review the correct date, time and destination before making any changes.

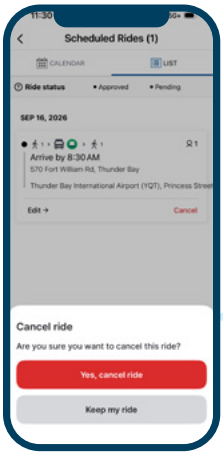


Calendar View



List View





How to cancel a ride

1 Find the ride you need to cancel

Open Scheduled Rides and find the correct ride. Check the date, time and destination, then select the red **Cancel** option.

2 Choose a cancellation reason

Select the reason that best describes why you are cancelling the trip.

3 Confirm the cancellation

Select **Yes, cancel ride**. If you change your mind, select Keep my ride.

Please cancel before 2:00 p.m. the day before whenever possible

Early cancellations give Thunder Bay Transit more time to offer the space to another rider and organize the following day's service efficiently. If plans change later, cancel as soon as you know you no longer need the ride.

Need help?

Customers who do not want to use the website or mobile app can continue to book and manage Lift+ rides by telephone at: (807) 345-0777.

Lift+ booking

Phone

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

- *Weekdays:* 8:30 a.m. to 11:00 p.m.
- *Saturdays*: 9:30 a.m. to 11:00 p.m.
- *Sundays and holidays:* 9:30 a.m. to 10:00 p.m.

Account help / Cellphone updates

- *Thunder Bay Transit Customer Service*: 807-684-3744
- *Available Monday to Friday:* 8:30 a.m. – 4:30 p.m.

Online:

Scan to book Lift+ online or visit
www.thunderbay.ca/liftplus

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