

RIDE CK Service Guide

Your guide to transit routes and services in Chatham-Kent



Fares and Smart Cards

FARE	URBAN SERVICES	INTER-URBAN ROUTES
Exact Cash ALL ADULTS, SENIORS, STUDENTS	\$2.50	\$5.00
Child 5 and Under	FREE WITH PAYING PASSENGER	
Cash Pass LOAD ON SMART CARD	\$2.16	\$4.06
30-Day Urban Pass LOAD ON SMART CARD	\$78.23	N/A

Urban Services include Chatham Conventional, Chatham Accessible, Wallaceburg Accessible, and OnRequest services. Inter-Urban Routes include Route A, C, and D.

Additional smart card discounts available for Seniors 65+, Students (6-17 and Post-Secondary).

Register your smart card online to protect against loss or theft and reload from the convenience of your home.

TO LEARN MORE ABOUT fares and smart cards, visit: rideck.ca

Real-Time Tracking with Transit-App

Transit App is our preferred app for trip planning and real-time tracking of our fixed routes. Simply click on the route to see the real-time location of your bus, usually updated within one minute. View the Transit App help page for more information.

Download the Transit App for iOS and Android.

Disclaimer: Maps and service information are subject to change without notice. Please visit www.rideck.ca for the most up to date information. This is not a plan or survey. The Municipality of Chatham-Kent does not entertain any claims arising out of the use of this map or information.

For more information visit: rideck.ca



LEGEND (ALL MAPS)

- ROUTE 1 (Blue)
- ROUTE 2 (Red)
- ROUTE 3 (Green)
- ROUTE 4 (Orange)
- ROUTE 5 (Yellow)
- ROUTE A (Light Blue)
- ROUTE C (Pink)
- ROUTE D (Light Green)
- Routes Overlap (Dashed)
- Travel Direction (Arrow)
- Bus Stop (Blue circle)
- OnRequest Only Stop (Pink circle)
- Bus Terminal (Blue square)
- 401 Provincial Highway (Blue line)
- 40 Small Highway (Yellow line)
- Rural Highway (Grey line)
- Roads (Grey line)
- Municipal Area (Green square)
- Park Area (Light Green square)
- Water Body (Blue square)
- Popular Places (Blue pin)
- Arena (Blue circle)
- VIA Rail Station (Blue circle)
- Shopping/Grocery (Blue circle)
- Seniors Center (Blue circle)
- School (Blue circle)
- Library (Blue circle)
- Hospital (Blue circle)
- College Campus (Blue circle)
- Museum (Blue circle)

WHERE IS MY BUS?

Download *Transit App* for real-time tracking and bus stop arrival information.

Inter-Urban Routes

Inter-Urban Transit links our Chatham-Kent communities together. Inter-Urban routes arrive and depart from the Downtown Transfer Terminal at 100 Wellington Street West in Chatham:

MORNING: 6:15 am and 8:45 am (Mon-Sat)	MID-DAY: 12:15 pm (Mon-Fri)	AFTERNOON: 4:15 pm and 6:45 pm (Mon-Sat)
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ROUTE A: Connecting Chatham, Wallaceburg, and Dresden

CHATHAM TERMINAL	MAJOR BUS STOPS - ROUTE A	CHATHAM TERMINAL
DEPARTS	FAIR MALL	ARRIVES
6:15 am	6:43 am	8:45 am
8:45 am	9:13 am	11:15 am
12:15 pm	12:43 pm	2:45 pm
4:15 pm	4:43 pm	6:45 pm
6:45 pm	7:13 pm	9:15 pm

ROUTE C: Connecting Chatham, Charing Cross, Blenheim, and Ridgetown

CHATHAM TERMINAL	MAJOR BUS STOPS - ROUTE C	CHATHAM TERMINAL
DEPARTS	BAIRD SCHOOL	ARRIVES
6:15 am	6:50 am	8:45 am
8:45 am	9:20 am	11:15 am
12:15 pm	12:50 pm	2:45 pm
4:15 pm	4:50 pm	6:45 pm
6:45 pm	7:20 pm	9:15 pm

ROUTE D: Tilbury-Chatham Loop

Connecting Chatham, Charing Cross, Cedar Springs, Dealtown, South Buxton, North Buxton, Merlin, and Tilbury

CHATHAM TERMINAL	MAJOR BUS STOPS - ROUTE D	CHATHAM TERMINAL
DEPARTS	CEDAR SPRINGS	ARRIVES
6:15 am	6:35 am	8:45 am
8:45 am	9:05 am	11:15 am
12:15 pm	12:35 pm	2:45 pm
4:15 pm	4:35 pm	6:45 pm
6:45 pm	7:05 pm	9:15 pm

adVANTage TRANSPORTATION SERVICE

Affordable and accessible transportation is available to all Chatham-Kent residents through the adVANTage Transportation Service. Eligible passengers are:

- rural and/or low-income people ages 0 to 60;
- unable to access existing public transit systems, unable to drive, or afford private transportation;
- able to pay a fee for transportation services or qualify for third party invoicing;
- able to ride safely and independently in a vehicle

Fares are based on destination and geared to income. This service is funded in part by the Community Transportation Grant Program. adVANTage Transportation is operated through a partnership between Family Service Kent and the Municipality of Chatham-Kent.

TO INQUIRE ABOUT SERVICES, call 519-354-6221 ext. 246 or visit: familyservicekent.com

Four Counties Transit

The Municipality of Chatham-Kent has partnered with Four Counties Transit to provide accessible and affordable door-to-door transportation services for Chatham-Kent residents living in Ward 3 (including Bothwell, Highgate, Thamesville, and Ridgetown).

Trips are available anywhere within the service area which includes West Elgin, Southwest Middlesex and Newbury. Trips outside the service area are available for an extra charge. Four Counties Transit is operated by the Municipality of West Elgin.

ALL AGES AND ABILITIES ARE WELCOME. For more information call 519-693-8604 or visit: westelgin.net

SECC Transportation

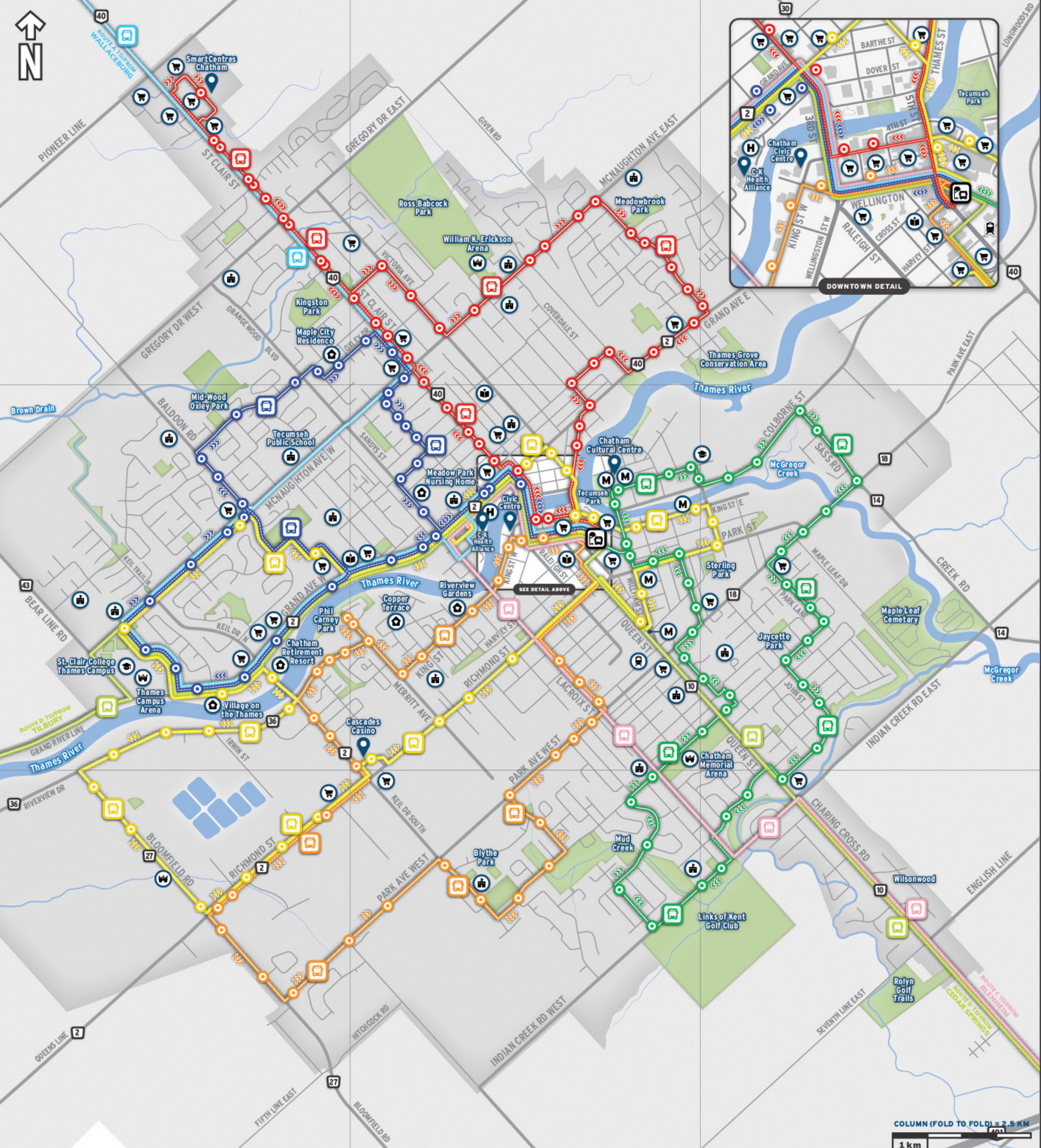
Affordable and accessible transportation is available to residents of Wheatley through a partnership between the Municipality of Chatham-Kent and South Essex Community Council.

This door-to-door service is available to seniors and those with a disability. Destinations include Leamington, Kingsville, as well as other parts of Essex County and Windsor. This service is operated by South Essex Community Council.

FOR INFORMATION on personal eligibility, bookings, operating hours, and fares, call 519-326-9030 or visit: secc.on.ca



safe. affordable. reliable. accessible.



Chatham

Chatham urban transit is delivered by fixed routes during the daytime, Monday to Saturday, and OnRequest service between any bus stops in Chatham during weekday evenings and Sundays. Fixed route buses arrive and depart from the Downtown Transfer Terminal at 100 Wellington Street West.

CHATHAM FIXED ROUTES

Chatham OnRequest Hours of Service:
MON-FRI: 7:15 pm–12:45 am **SUN:** 9:00 am–5:00 pm

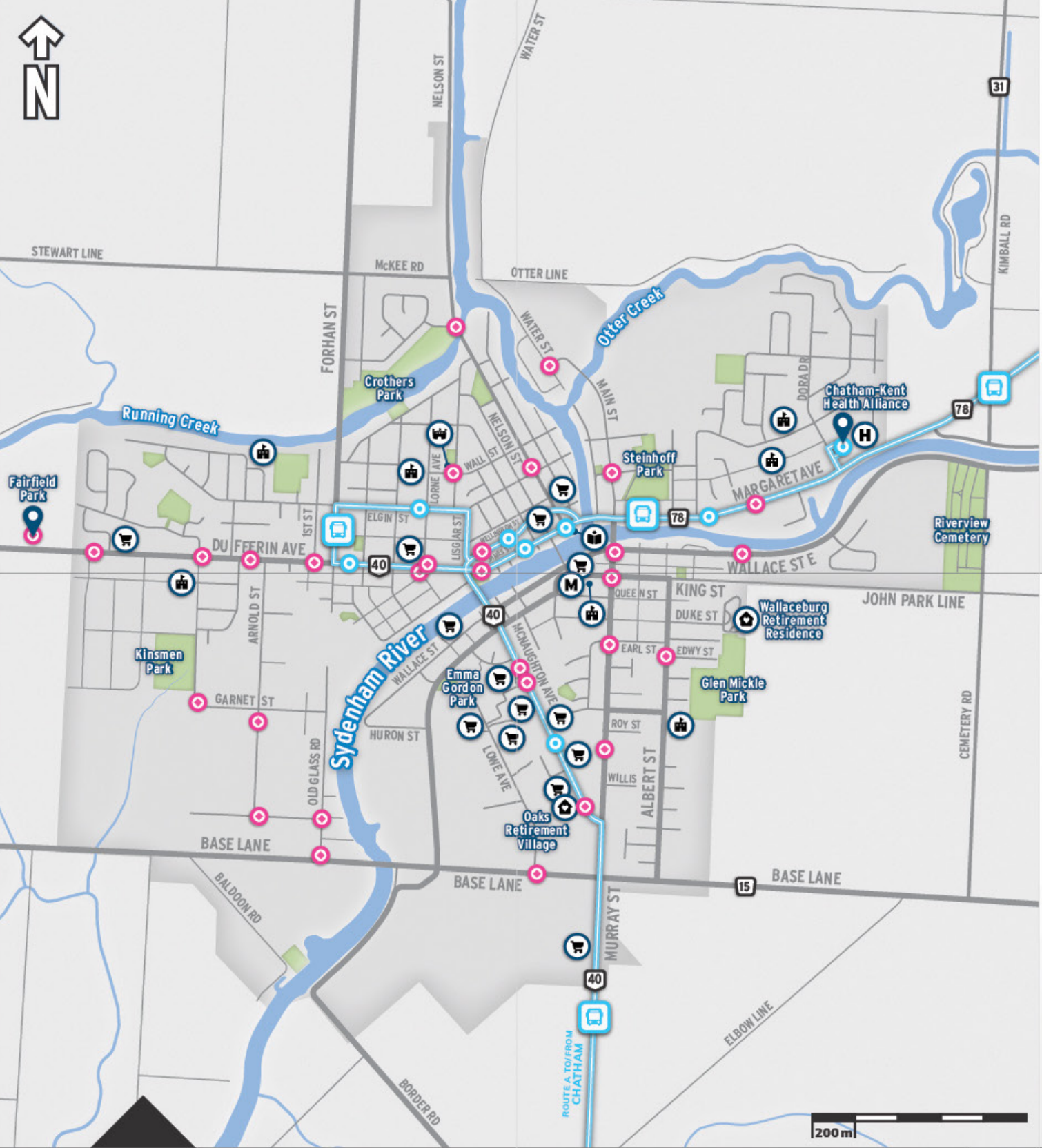
See **ONREQUEST TRANSIT** for booking information or visit:
rideck.ca/onrequest

- ROUTE 1: Northwest Loop**
Connecting Thames Lea Plaza, St. Clair College Thames Campus, Nortown Centre, and Downtown Chatham
MON-SAT: 6:15 am–7:15 pm **FREQUENCY:** Every 30 mins
- ROUTE 2: Northeast Loop**
Connecting SmartCentres Chatham, Kingston Park, CKSS, Meadowbrook Plaza, and Downtown Chatham
MON-SAT: 6:15 am–7:15 pm **FREQUENCY:** Every 30 mins
- ROUTE 3: Southeast Loop**
Connecting Cultural Centre, Sass Road, Chatham Plaza, John McGregor SS, Rotary Park, and Downtown Chatham
MON-SAT: 6:15 am–7:15 pm **FREQUENCY:** Every 30 mins
- ROUTE 4: Southwest Loop**
Connecting King Street West, Riverview Gardens, Richmond Street, Park Ave West, and Downtown Chatham
MON-SAT: 6:15 am–7:15 pm **FREQUENCY:** Every 30 mins
- ROUTE 5: Round the River Loop**
Connecting Chatham Hospital, Health and Family Services, St. Clair College Thames Campus, Cascades Casino, VIA Rail, and Downtown Chatham
MON-SAT: 6:15 am–7:15 pm **FREQUENCY:** Every 45 mins

LEGEND (ALL MAPS)

ROUTE 1	Bus Stop	Popular Places
ROUTE 2	OnRequest Only Stop	Arena
ROUTE 3	Bus Terminal	VIA Rail Station
ROUTE 4	Provincial Highway	Shopping/Grocery
ROUTE 5	Small Highway	Seniors Center
ROUTE A	Rural Highway	School
ROUTE C	Roads	Library
ROUTE D	Municipal Area	Hospital
	Park Area	College Campus
	Water Body	Museum

WHERE IS MY BUS?
 Download **Transit App** for real-time tracking and bus stop arrival information.



Wallaceburg

Wallaceburg urban transit is now available through OnRequest service. Shared-ride trips can be requested between any two bus stops within the community through mobile app, web portal, or by calling. Wallaceburg is also serviced by Inter-Urban Route A with connections to Chatham and Dresden.

ROUTE A
 Schedule details on reverse

Wallaceburg OnRequest Hours of Service:
MON-SAT: 7:00 am–7:15 pm **SUN:** 9:00 am–5:00 pm

See **ONREQUEST TRANSIT** for booking information or visit:
rideck.ca/onrequest

Most bus stops in Wallaceburg are virtual (no signage present) to improve service flexibility and decrease walking distance. Signage and other transit infrastructure will be built up over time according to travel patterns, popularity, and accessibility.



OnRequest Transit

Ride CK **OnRequest Transit** provides shared ride public transit trips between any two bus stop locations, without fixed routes or schedules. Request a trip through a mobile app, web portal, or by calling. The bus will pick you up at your closest bus stop and drop you off at the bus stop closest to your destination, while picking up other riders along the way.

Bus stops may be denoted by usual transit signage, however some bus stop may now be **Virtual**. Virtual stops are not marked by usual signage. Upon booking riders will be directed to wait at these locations including the correct side of the street in order to meet the approaching vehicle.

Request Your OnRequest Trip

Request your trip **up to two days in advance!**

Schedule a ride with the tap of a button | **Get picked up at your closest bus stop** | **Share your ride with others going the same way**

Start by downloading the **Ride CK OnRequest Transit** app for Android or iOS.

The app will provide **real-time arrival information** and you will be able to **track your ride as it approaches your stop**. Your requested Leave At time may be moved later by 15 minutes or your requested Arrive By time may be moved earlier than 15 minutes to accommodate other riders. Riders will generally not spend more than 45 minutes in transit during peak times.

NO APP? Request a ride over the phone by calling 519-436-3233 or visit:
rideck.ca/onrequest

Transit Accessibility

Ride CK is committed to continuous development of accessible public transit services and the elimination of barriers for those with a disability.

- All vehicles are low-floor accessible, equipped with ramps, and capable of securing personal mobility devices;
- Priority and courtesy seating is available on all conventional transit vehicles for those with a disability;
- Fixed route transit vehicles are equipped with a system that visually and audibly announces the next approaching stop;
- Service animals and guide dogs are welcome;
- A Support Person Assistance Card is available to riders who require their support person accompany them fare-free when using transit services.

Residents of Chatham and Wallaceburg with a disability that cannot be accommodated on their urban services may qualify for curb-to-curb specialized transit.

LEARN MORE about RideCK accessibility at:
rideck.ca/accessibility

