



# Orientation to Ontario

## PUBLIC TRANSIT ETIQUETTE

Many communities in Ontario have public transit systems such as trains, subway, light rapid transit (LRT), streetcars and buses.

Smartphone apps can help you plan your journey, check the schedule and see when the next vehicle is going to arrive.

### Stops and Stations

### Paying Your Fare

- Transit vehicles stop at stations or marked stops.
- All transit vehicles announce the next stop and display it on a screen.
- Some transit stops have small shelters and some may just have a sign.
- Transit drivers stop when they see someone waiting at a stop.
- Passengers can press a button or pull a chord to ask the driver to stop.
- Transit stations are usually for trains, buses and LRTs. They have shelter, seating, information, shops and public toilets.
- Trains and buses stop in stations for a set period of time, even if no one is waiting and no one has requested a stop.

- When you board a vehicle, pay your fare with the exact amount, as the driver cannot give you change.
- It is illegal to ride without paying – you could be fined.
- Buy tickets or tokens at stations and at some stores.
- If you plan to take transit many times in a single day, you could buy a day pass.
- Buy your fare from authorized dealers to avoid receiving counterfeit fare or stolen cards.

### Routes and Schedules

### Transfers

- Transit systems have set routes – maps and schedules are available online and at stations.
- Schedules may change on weekends and holidays.
- Transit systems use their website, the radio and social media to announce delays.

- When you pay your fare, get a paper transfer from a machine or the driver so that you can transfer to another bus.

**Riding Public Transit:** be respectful of transit workers and follow these courtesies:

- Wait in line to board and allow people to exit first.
- Do not push in crowded stations or vehicles and take off your backpack.
- Move away from the doors after you enter the vehicle.
- Offer your seat to elderly persons, pregnant women, persons with disabilities and people travelling with small children.

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- Keep your feet and bags on the floor.
- Use headphones to listen to music and talk quietly while on the phone.
- Do not leave your trash on the vehicle
- Smoking is not allowed on vehicles, at transit stops or in stations.

### Accessible Transit

Public transit systems in Ontario provide accessible vehicles for people with disabilities who may use wheelchairs or other mobility aids, like canes or crutches to ride transit.

There are also special accessible transit services that must be booked in advance. The cost is the same as local public transit, but riders must be eligible for the service. Contact your local public transit system for information about accessible transit.

### TAXIS AND RIDE SHARE

- Taxis are regulated by the government and drivers must display their licence in the vehicle. Taxis use meters. Some taxi services have flat rates for longer trips.
- Larger communities also have Ride Sharing apps such as Uber and Lyft, which let you order and pay a driver on your Smartphone. These drivers do not have taxi licences.

