

Pembroke and Laurentian Valley Handi-Bus vs Ottawa River Transit

What is the difference?

Description	Handi-Bus	Ottawa River Transit (ORTC)
Service	Provides door to door transportation for individuals, seniors and groups whose health or mobility make it difficult to travel by regular transportation.	Provides on-demand transit to riders within the boundaries of the City of Pembroke. Riders requiring accessible transport should book through the Handi-Bus service. ORTC can service as a backup accessible door-to-door service, at the request of the Handi-Bus.
How to Book	Call: 613-735-6998	Call: 613-631-1766 App: Using the Blaise Transit App Online: ride.blaisetransit.com
Stop Type	Door-to-door service	Stop-to-stop service, riders may have to walk up to 400 meters or 5 minutes to/from their pickup and drop-off location.
Booking window	24 hours in advance, 2 hours in emergency situations subject to availability.	Up to 15 minutes in advance, if space is available
Area of Service	Primarily offers rides within the municipal boundaries of the City of Pembroke and the Township of Laurentian Valley. Trips can be booked to Petawawa, with 72 hours notice subject to availability	Operates within City of Pembroke boundaries only.
Hours	Summer hours (starting the first Monday in May to Labour Day) Mon-Wed 7am-8pm Thu-Fri 7am-10pm Sat 8am-6pm Fall/Winter hours (after Labour Day) Mon-Fri 7am-10pm Sat 8am-6pm No service on Sundays or stat holidays, year round.	Summer hours (starting the first Monday in May to Labour Day) Mon-Wed 7am-8pm Thu-Fri 7am-10pm Sat 8am-6pm Fall/Winter hours (after Labour Day) Mon-Fri 7am-10pm Sat 8am-6pm No service on Sundays or stat holidays, year round.
Fare	\$5 each way within Pembroke \$7 each way for Laurentian Valley	\$5 per ride Children under 12 ride free when accompanied by a paying adult.
Support Persons	No charge for support persons or attendants	No charge for support persons or attendants
Accessible Vehicles	The Handi-Bus operates with 2 vans and 1 van capable of carrying groups of up to 15, all equipped for walkers, scooters and wheelchairs	ORTC operates two vans with one backup which seat up to 8. Vehicles are equipped with a ramp for entry and can accommodate up to two wheelchairs with storage space for walkers.
Service Animals	Permitted	Permitted
Operated by	Friends of the Disabled (Pembroke) Inc. in partnership with the City of Pembroke and the Township of Laurentian Valley	Service contracted out to Mobility Transportation Specialists (MTS) by the City of Pembroke.