Specialized Transit On-Demand

Specialized Transit provides accessible transportation for registered riders. Riders are picked up and dropped off at the curb or at an accessible location near their destination.

You can travel with an attendant, children, friends, or family members between 5 a.m. and 11 p.m.

HOW TO REGISTER

Specialized Transit is available to registered riders with mobility restrictions and unable to use regular bus service.

To register, complete an application form with support from a licensed health-care professional.

Visit **rmwb.ca**/specialized to submit the form and supporting documents online or print them and submit them in person.

Your profile will be set up for you using the contact information provided.

HOW TO BOOK

1. RMWB Transit On Demand App
Download and book your ride through the app.

Important:
Make sure you select Specialized as your service.

2. Online
Visit rmwb.ca/specialized

3. By Phone
Call Pulse: 780-743-7000,
Press 1 for Transit,
then 2 for Specialized.

- **Press 1 – Book a ride for today** (this service is available from 5 a.m. to 11 p.m.)
- **Press 2 – Pre-book a ride for a future date** (this service is available from 8 a.m. to 4 p.m.)

CASH FARE OR PUNCH PASS

Specialized Transit On-Demand

BOOKING TIPS

Choose “Arrive By” when you need to reach your destination at a specific time. Enter the time you need to arrive at your destination.

The system will give you a five-minute pickup window based on your “Arrive By” time, which is the window during which your bus will arrive. Please be ready and waiting for your ride at the start of the pickup window to ensure on time trips for all riders.

For example, if you need to arrive at an appointment by 10 a.m., select “Arrive By” and enter 10 a.m. The system will schedule your pickup ahead of your “Arrive By” time helping you reach your destination on time. The system may offer you an alternate option if the requested time is unavailable.

Choose “Depart By” when you are ready to book your return trip.

For your return trip, select “Depart By” and enter the time you want to leave.

Plan ahead when booking Specialized Transit. Traffic and other unexpected delays may affect your travel time.

WHAT’S CHANGED FOR SPECIALIZED TRANSIT RIDERS?

On November 16, 2026, Specialized Transit will be a dedicated service that means there won’t be any stops for Transit On-Demand riders. To reduce time spent waiting for your ride, pickup windows will now be five minutes. Trips can still be booked through the on-demand app and online service or by phone.