Faster, more convenient and at your service.

On-demand transit is a public transit service operating without a fixed route or schedule.
You simply request a trip via the app, and a vehicle is dispatched to serve your request.

A sustainable way to get around Pembroke

Vehicles are only dispatched when and where they are needed, considering the shortest possible route. Getting from point A to point B is faster, easier and better for the environment.





Book. Ride. Go.

On-demand transit at your fingertips

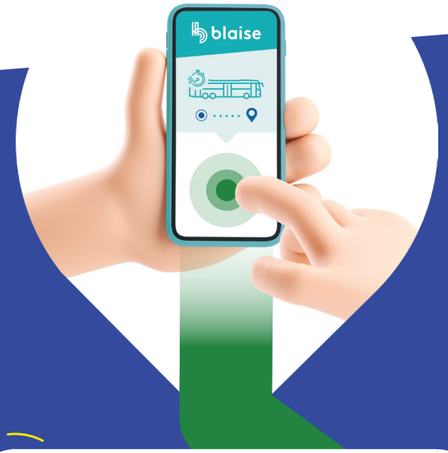
Download the free Blaise Transit app today!

GET IT ON Google Play

Download on the App Store

Ottawa River Transit

ORTC



NEW

On-demand transit at your fingertips

Pembroke
the heart of the ottawa valley

Say hello

to a new way of getting around the city

On-demand transit access is just three steps away

1

Download the app on Google Play or the App Store

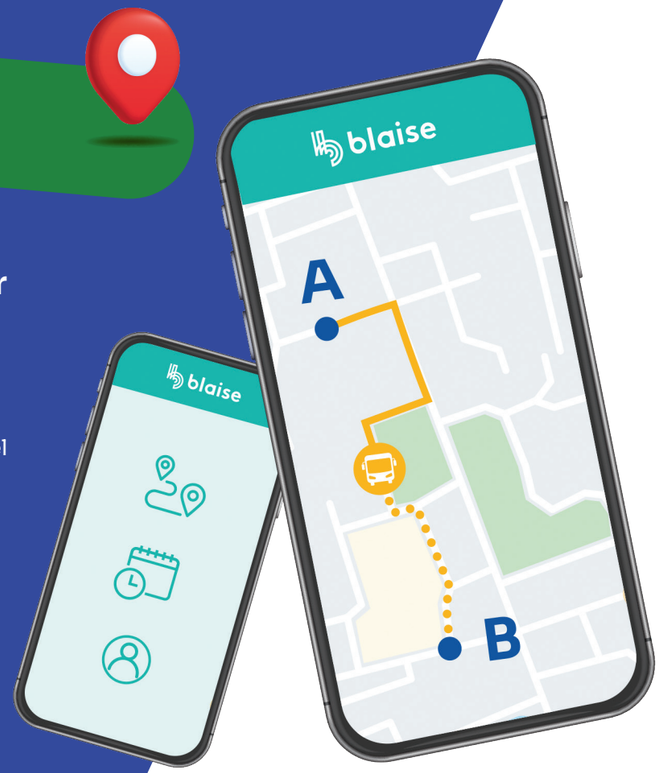
2

Create an account or log in to your existing account

3

Select your transit operator Ottawa River Transit

Then, simply enter where you want to travel **From** and **To,** when you want to **leave** or **arrive,** the number of **passengers** (up to 8), and you're good to go!



Book ahead to save time

You can book a trip up to 7 days in advance, or a minimum of 15 min before your departure time if booking for a same-day ride.

Trip requests remain in the Pending tab for up to 2 minutes, then accepted trips are moved to the Upcoming tab.

Get ready to enjoy the ride!

A detailed itinerary is available almost 30 minutes before departure, including when to leave, when and where you'll be picked up, when and where you'll be dropped off, and when you'll arrive at your destination.

Press Begin Trip to track your bus in real-time and get your private code to board the bus.

Frequently asked questions

Where does the service operate?

Ottawa River Transit uses a "stop-to-stop" model, with many virtual stops within City of Pembroke. This means that you will be picked up and dropped off at the closest stop to your desired location. Riders will walk about 5 minutes at the start and end of their trip.

How much does each trip cost?

Each trip costs $5 per ride.

What are the operating hours?

You can be picked up or dropped off any time within this timeframe. Please note: no service on Sundays or stat holidays, year-round.

Summer Hours (starting first Monday in May to Labour Day)		Fall/Winter hours (after Labour Day)	
Monday to Wednesday	7 a.m.-8 p.m	Monday to Friday	7 a.m.-10 p.m.
Thursday and Friday	7 a.m.-10 p.m	Saturday	8 am-6 p.m.
Saturday	8 a.m.-6 p.m.		

What if I need specialized transit?

The Handi-Bus service is available to riders who are unable to use a conventional transit service due to cognitive, physical, sensory, visual, age, or environmental limitations. Call 613-735-6998 for more information.

Can I modify or cancel a trip?

Once accepted, a booking cannot be modified in the app. But you can **cancel a trip up to 15 minutes before** departure and submit a new request.

Am I guaranteed to receive a trip at the time I requested?

The system will strive to schedule your trip at the preferred time, but the departure or arrival time may be shifted slightly to accommodate as many riders as possible.

I don't have a smartphone. Can I still book a trip?

You sure can! Use the web app to book online at **ride.blaisetransit.com** or call Customer Service at 613-631-1766 to book over the phone. For any additional questions about the service, please call 613-631-1766 or visit our website at ortc.ca.