

## **Brandon Transit TransCab Service**

TransCab is a supplementary service offered by Brandon Transit to specific areas of the city where Transit service is warranted, but traditional bus service is no longer available. Transit riders who travel to either Braecrest Dr. (between 18<sup>th</sup> St. and Knowlton Dr.), McDonald Ave., Portola Dr. (between 9<sup>th</sup> St. and 1<sup>st</sup> St.), 13<sup>th</sup> St. (between Richmond Ave. & Queens Ave.), and Willowdale Cres. (between 26<sup>th</sup> St. and 34<sup>th</sup> St. ) are eligible to use the TransCab service. Riders who call for this service may be picked up by a contracted cab company or by a Brandon Transit employee.

### **Who can use TransCab?**

Anyone who is travelling to either Braecrest Dr. (between 18<sup>th</sup> St. & Knowlton Dr.), McDonald Ave., Portola Dr. (between 9<sup>th</sup> St. & 1<sup>st</sup> St.), 13<sup>th</sup> St. (between Richmond Ave. & Queens Ave.) and Willowdale Cres. (between 26<sup>th</sup> St. & 34<sup>th</sup> St.) are eligible to use the Trans Cab Service.

### **When does the TransCab service become available?**

As of March 4, 2019 regular transit buses will no longer service these areas, which is when the TransCab service will become available to transit riders.

### **How much does it cost?**

There is no additional fare for the rider.

### **When does it operate?**

TransCab operates during regular Transit service hours.

### **How do I call TransCab?**

Riders must call the Dispatch Office at (204) 729-2241 to book a pickup.

### **When do I call TransCab?**

- Minimum of one hour before pickup time.
- If you know you will need service on a regular schedule, arrangements can be made for regular pickups. Riders would then only need to call to cancel when they don't need the service.

### **Other Information**

- You will only be contacted by the coordinator if they are unable to make arrangements for the pickup.
- In the event of "No Show" by the rider you may lose the option to use this service.

### **Where does it drop off and pick up?**

- If riders are going from their home/location on McDonald Ave, Braecrest Drive (between 18<sup>th</sup> St & Knowlton Drive), Portola Drive (between 9<sup>th</sup> St & 1<sup>st</sup> St), or Willowdale Cres. (between 26<sup>th</sup> St & 34<sup>th</sup> St) they can be picked up at their residence/location.
- There are two specific locations that riders can be dropped off for each of these streets:
  - **McDonald Ave.**
    - 19<sup>th</sup> St. North @ Fred Brown Way (Fire Hall #1) (southbound on Route 5)
    - 18<sup>th</sup> St. North @ McGregor Ave. (northbound on Route 4)
  - **Braecrest Dr.**
    - 18<sup>th</sup> St. N @ Braecrest Dr. (northbound on Route 4)
    - Knowlton Dr. @ Braecrest Dr. (southbound Route 5)
  - **Portola Dr. (between 1<sup>st</sup> St. and 9<sup>th</sup> St.)**
    - 9<sup>th</sup> Street @ Portola Dr. (northbound on Route 17)
  - **13<sup>th</sup> St. (between Richmond Ave. & Queens Ave.)**
    - 10<sup>th</sup> St @ Queens Ave. – (northbound on Route 17)
  - **Willowdale Cres. (between 26<sup>th</sup> St. & 34<sup>th</sup> St.)**
    - 26<sup>th</sup> St @ Violet Cres. (southbound on Route 8)
    - 34<sup>th</sup> St @ Elviss Cres. (northbound on Route 14)
- When the riders are returning to their destination they will be picked up at any of these locations and transported back to their residence/location. If riders do not have a cell phone to call dispatch to request a TransCab home, ask a driver to contact them for you. Please give as much notice as possible.