

September 23, 2025

Dear Specialized Transit rider,

A few weeks ago, RMWB Transit introduced changes to the transit system in Fort McMurray and understandably there have been many questions about **Specialized Transit**. While we strive to respond to all questions in a timely manner, we are writing today to ensure all Specialized Transit riders are informed and can continue to regularly use the service.

All Specialized Transit riders **continue to receive safe, reliable, curb-to-curb service** and are still able to book trips over the phone using the same number as previously. The changes to RMWB Transit are designed to make public transit more convenient, efficient and responsive to community needs, including Specialized Transit riders.

Specialized Transit Updates:

- **New name:** SMART Bus is now called Specialized Transit and is part of RMWB Transit On Demand.
- **Curb-to-curb service continues:** You will continue to receive curb-to-curb service with the same level of assistance provided previously.
- **Expanded hours:** Specialized Transit trips are available on weekdays from **5 a.m. - 11:30 p.m.** and on weekends from **6 a.m. - 10 p.m.**
- **Shared rides:** Specialized Transit is part of RMWB Transit On Demand. To make sure we can serve more riders, trips may include other passengers heading in the same direction with a few stops along the way. A scheduling system is used to ensure all Specialized Transit riders will arrive on time for all appointments. This approach helps us provide more trips and longer hours of service for everyone.



- **More booking options:** You can continue to contact RMWB Transit dispatch to book a ride or use one of the following Transit On Demand booking options:
 - **Account details:** There is an account already created for all Specialized Transit riders to access the app and online booking options. To get your login details and for help logging in, please contact dispatch (780-743-7909). **Do not set up an account without calling dispatch.**
 - **App:** Download the RMWB Transit On Demand app.
 - **Online:** rmwb.ca/OnDemand.
 - **Phone:** Call Pulse at 780-743-7000. Press 1 for Transit On Demand. Then press 2 for Specialized Transit.
- **Advance booking:** You can book trips up to 7 days in advance. Trips must be booked **by 3:45 p.m., the day before** the appointment.
- **Same day bookings:** Must be requested by calling dispatch during the week between 8 a.m. to 3:45 p.m. and are subject to availability.
- **Purchasing passes:** Call or email the dispatch office with your punch pass purchase request at least 24 hours before your next trip.

To serve you better, the number of Transit Operators qualified to perform specialized trips is being increased and additional training on accessibility features and needs of Specialized Transit riders is underway. We're also working with our transit software provider to improve on-time performance and overall rider experience. Thank you to everyone who has shared feedback on the changes as it helps us address concerns and improve the public transit system for everyone.

If you have questions or need assistance with booking a trip, please contact Pulse at 780-743-7000. For more information, visit rmwb.ca/specialized.

Thank you,
RMWB Transit

