




Blaise Transit Guide - Phone App

1. Getting Started

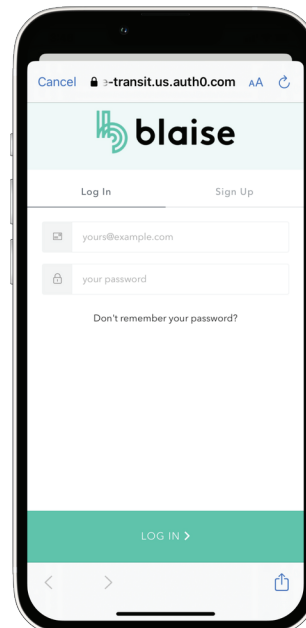
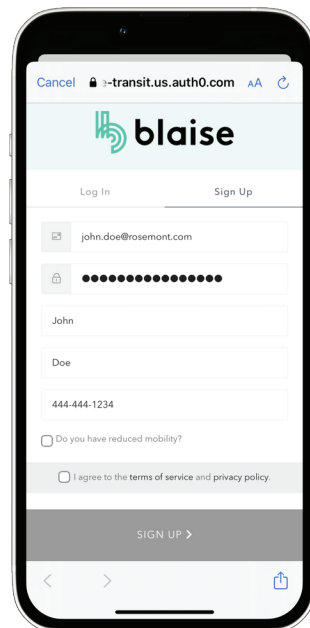
1.1 Download the Blaise Transit mobile application

Search for the 'Blaise Transit' app in the Apple App Store or Google Play Store and download the free app to your smartphone.

 **Blaise Tip:** The Blaise Transit app is compatible with iOS 11.0 or later. The Blaise Transit app for Android is compatible with Android 5.0 or later.

1.2 Sign up or log in

If you are using a Blaise-powered service for the first time, tap Sign Up and enter your email address, password, first and last name, number and any other information required of you. You will receive an email asking you to verify your email address. Click the link in that email to verify your account and to complete the sign up process.



1.3 Select your operator

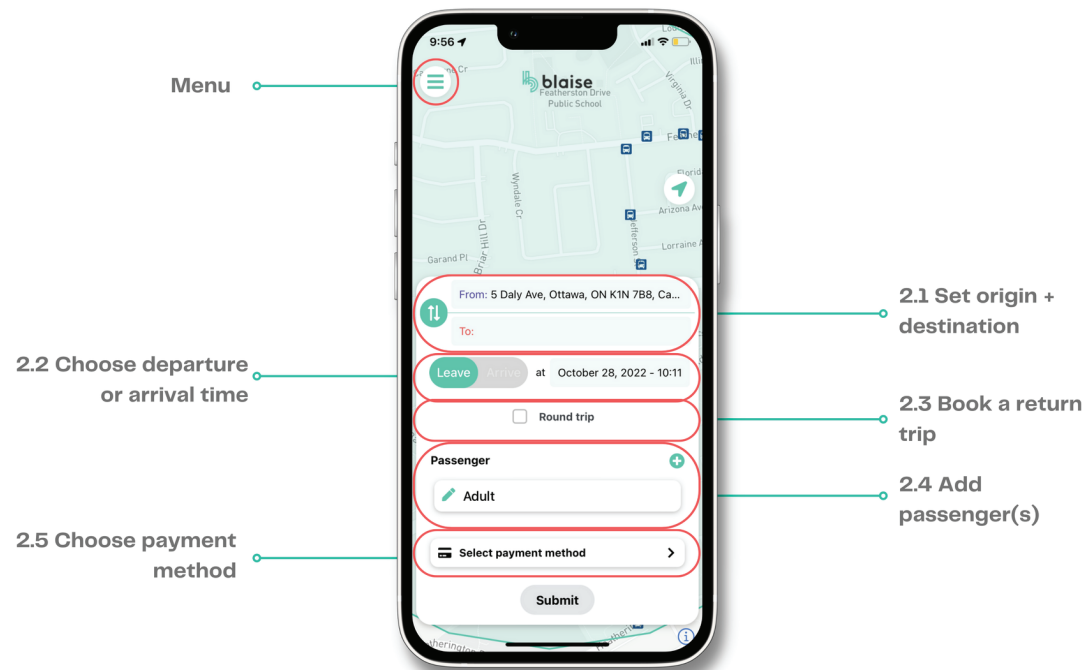
Select **Middlesex County Connect** as your transit operator

- 💡 If Middlesex County Connect does not appear on the mobile app, follow these steps:
- Make sure your location services are enabled for the Blaise Transit app. Your location helps identify the transit operators available near you.
 - Ensure that you are within a reasonable distance of the Middlesex County area. This will allow you to view Middlesex County Connect as a transit operator.

If you are still unable to see it, please contact us at 1-888-465-0783, and we will be glad to assist you further.

2. Book a ride

When you have successfully logged into the app, you will be taken to the home page where a map will show your current location. This is where you will book your trip! The Menu button is on your top left.

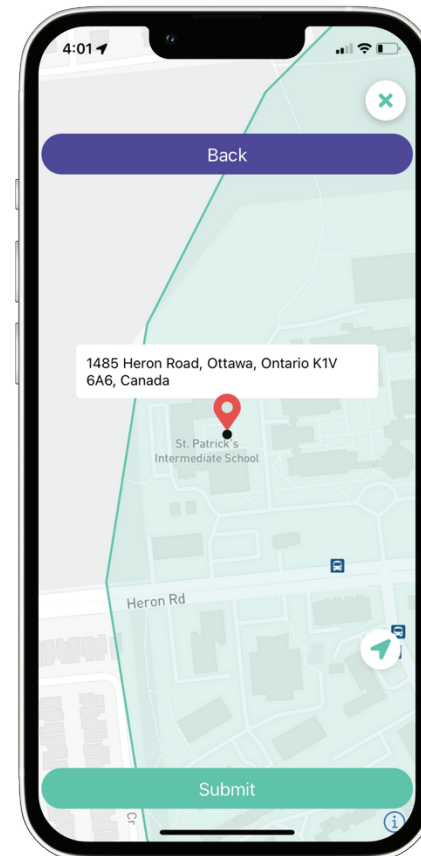
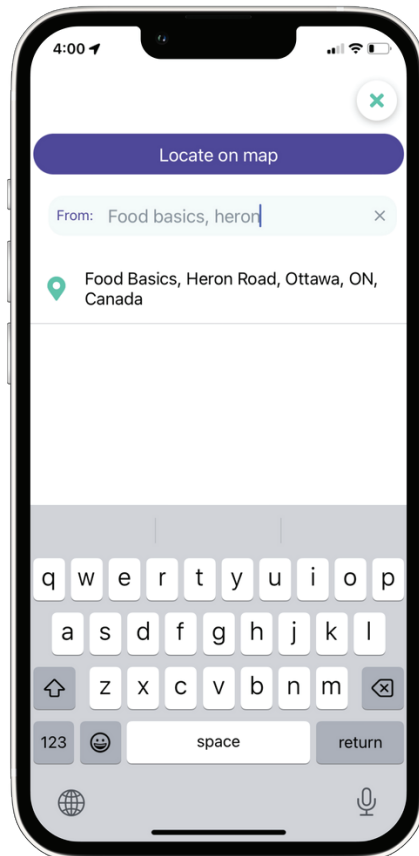


2.1 Enter origin and destination

By default, your origin is set to your current location. You can manually enter an address by tapping on your current location (i.e. the origin field) or on the destination field and typing in your address. The address field will auto-populate as you type for faster booking.

You can also choose your origin or destination by selecting your location on a map. Press **Locate** on map, drag the pin to your desired location and press **Submit**.

- 💡 **Blaise Tip:** Make sure your origin/destination are in close proximity to an existing Middlesex County Connect stop. An error message will appear if your origin/destination is not within the service operating zones. Middlesex County Connect bus routes and schedules can be viewed at <https://www.middlesex.ca/schedules>

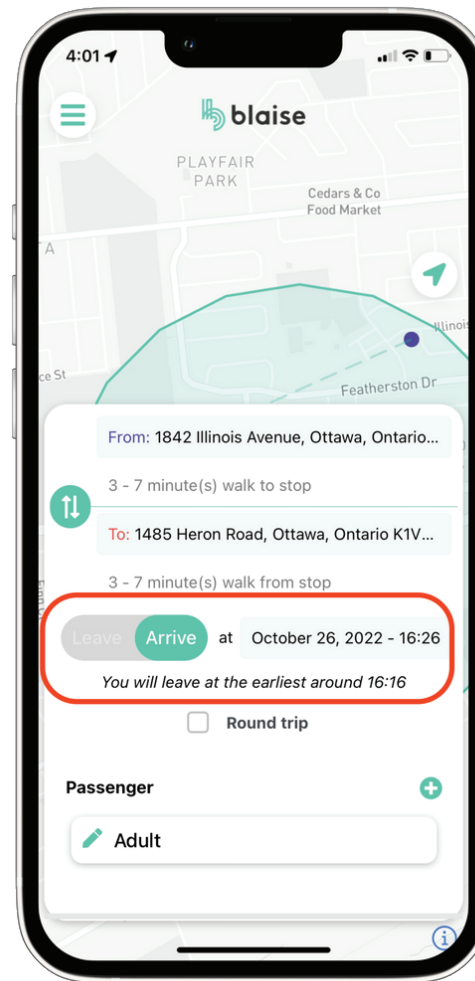
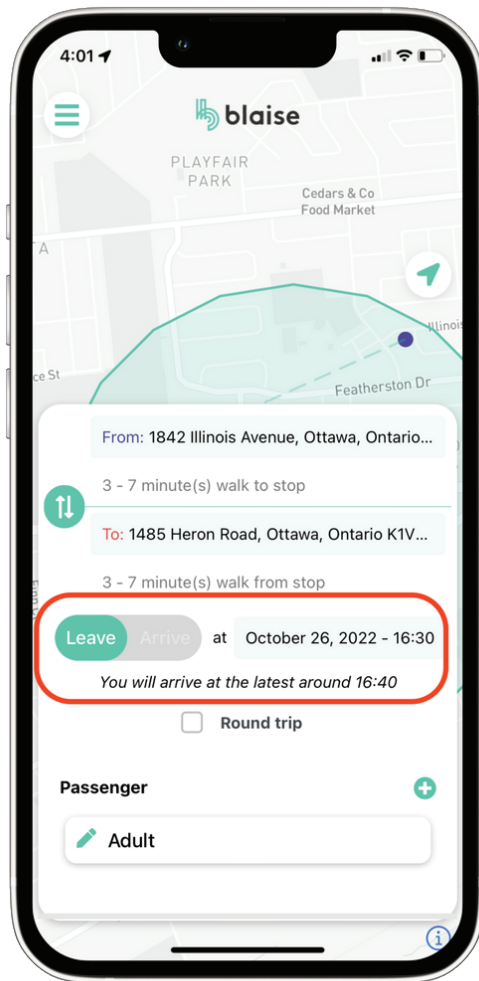


2.2 Enter your departure or arrival time

You can either choose the time you want to depart from your origin or choose the time you want to arrive to your destination. You cannot select both!

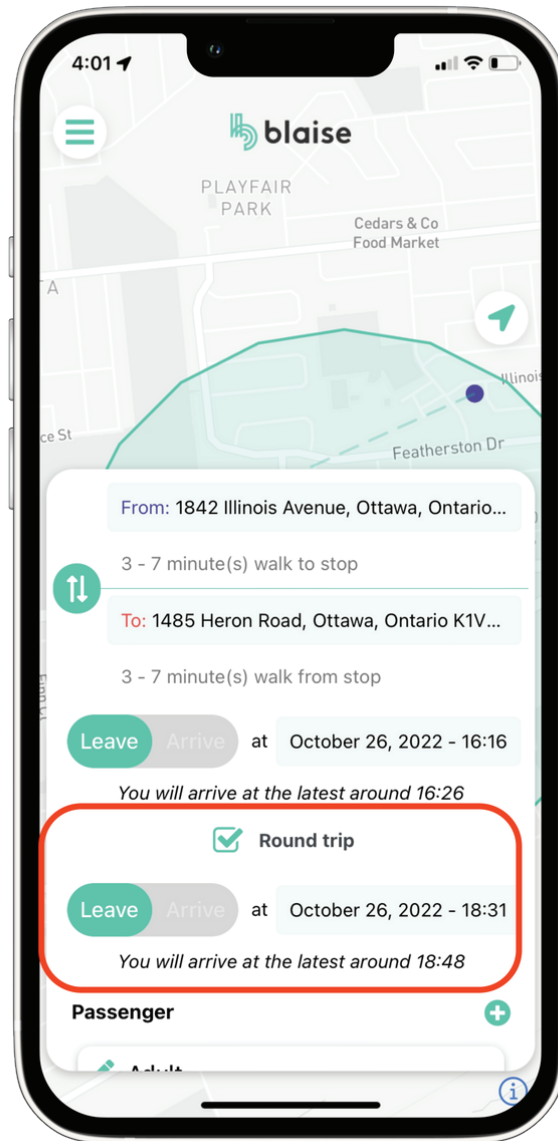
- 💡 **Blaise Tip:** Make sure your selected date and time are within operating hours. If your selected date and time are outside of operating hours, an error message will appear, and your trip will not be scheduled.

Middlesex County Connect bus schedules can be viewed at <https://www.middlesex.ca/schedules>



2.3 Book a return trip

To book a return trip, check the **Round Trip** box and choose your return date and time. You will also be able to choose your preferred departure or arrival time.




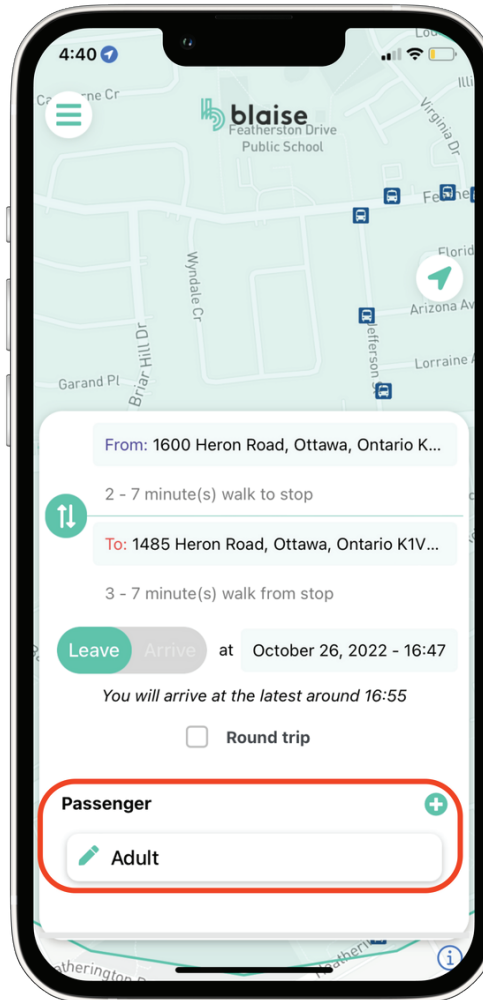
2.4 Add passenger(s) to your trip

You can add additional passengers to your trip by pressing on the pencil icon or plus sign. You will need to identify their passenger type (ex. child, senior, student) and any special accommodations that may apply (ex. wheelchair, bike, stroller).

Please note:

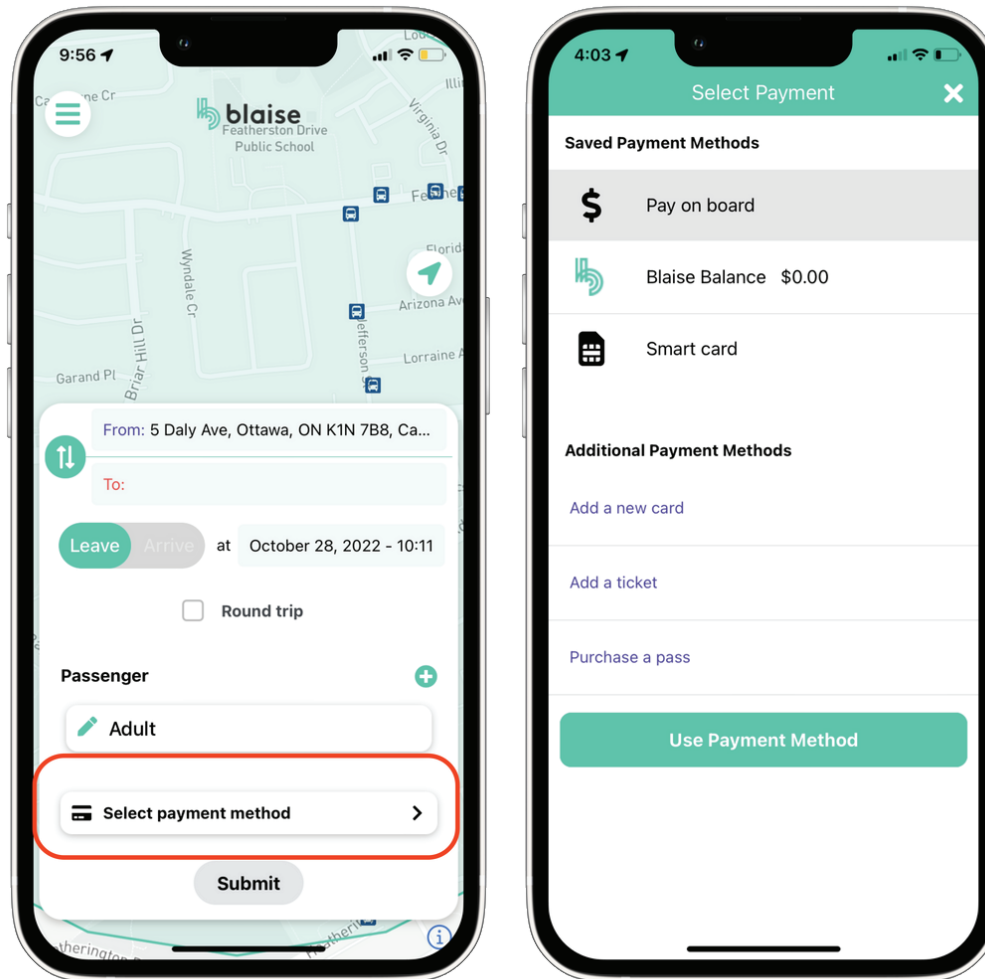
- A 'Companion' under the passenger type refers to a support person who can accompany an individual with an identified medical need for assistance for free.
- Children 5 and under, veterans, and support persons ride free of charge on Middlesex County Connect.

 **Blaise Tip:** Any additional passengers added to the trip may affect the final cost of the trip. Double check these details before you book your trip.



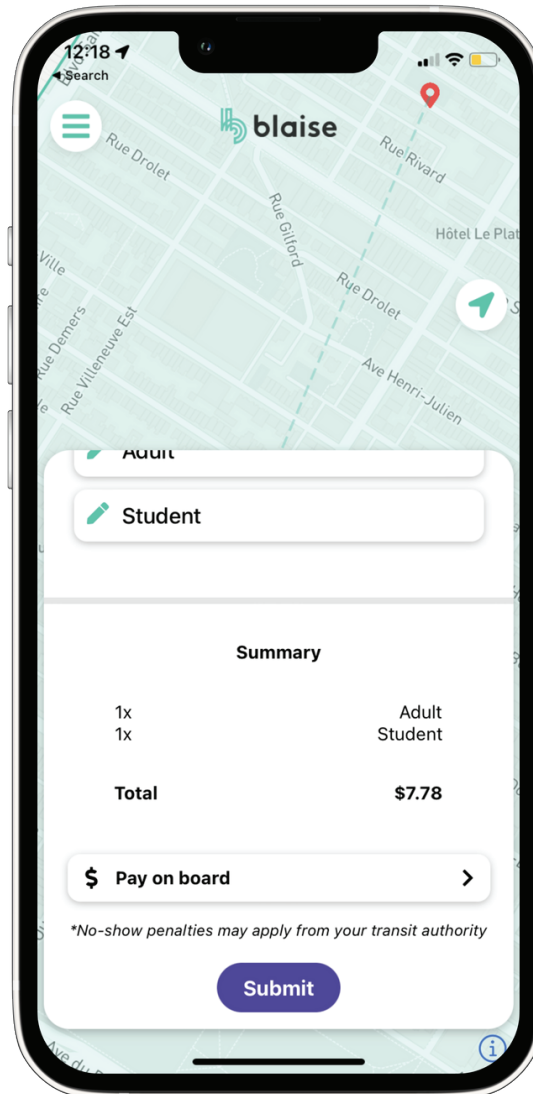
2.5 Payment methods

You can choose your preferred payment method for your trip by tapping on **Select payment method**



2.6 Submit your trip

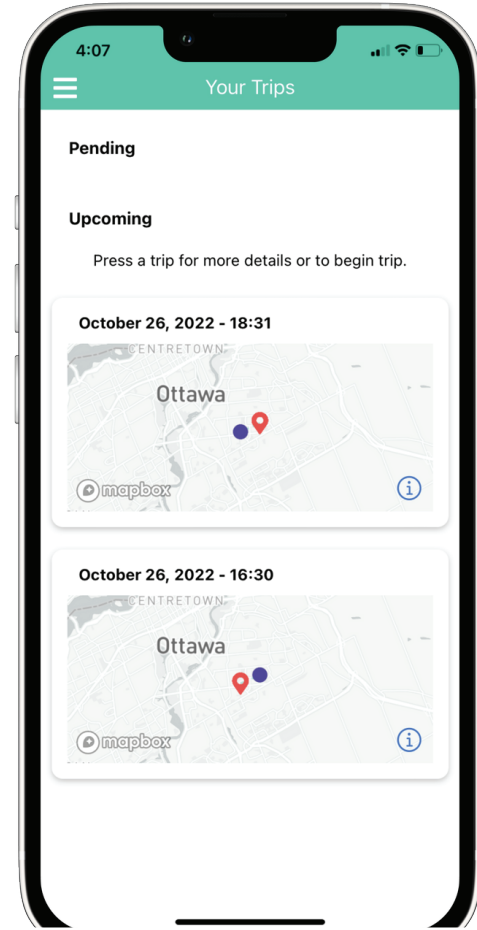
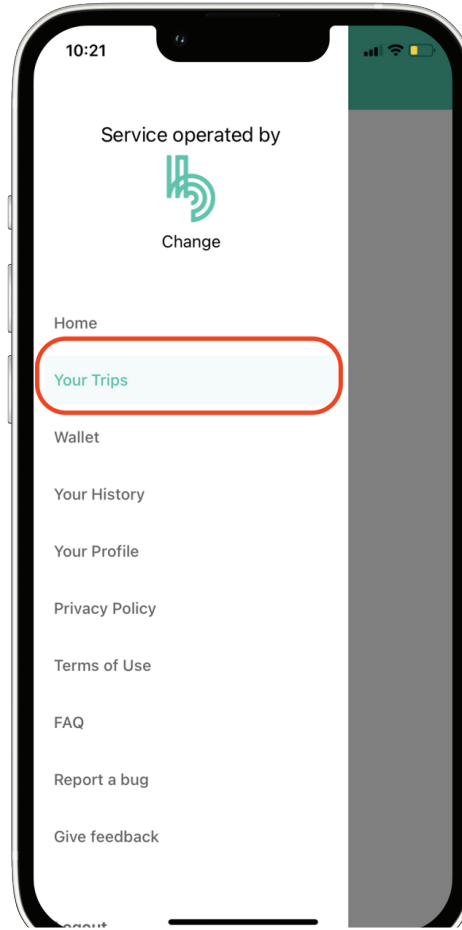
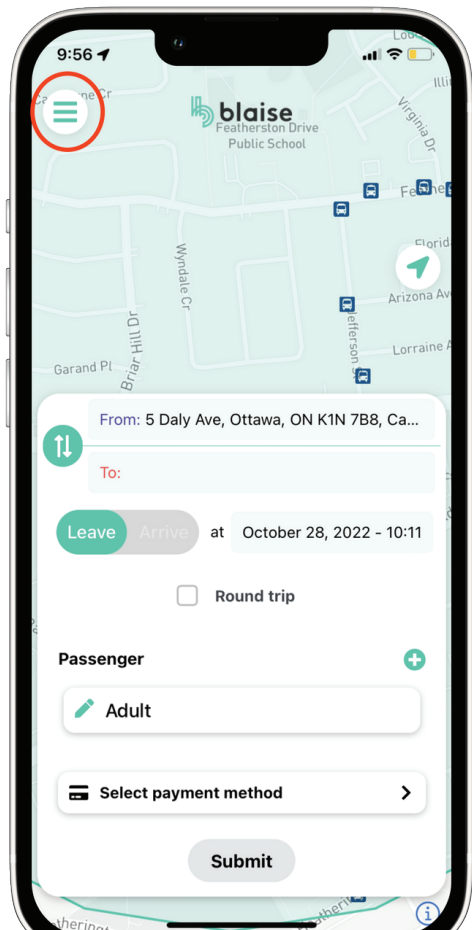
Once you have reviewed your trip details, you can hit **Submit** to book your reservation.



3. Before you board

3.1 Check your trip status

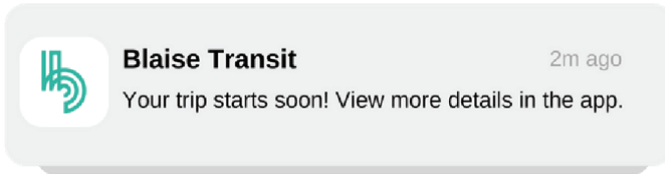
When you submit your trip, the system will process your request and assign your trip to the fixed route. You can check the trip status by pressing the **Menu** button on the top left and going to **Your Trips**.



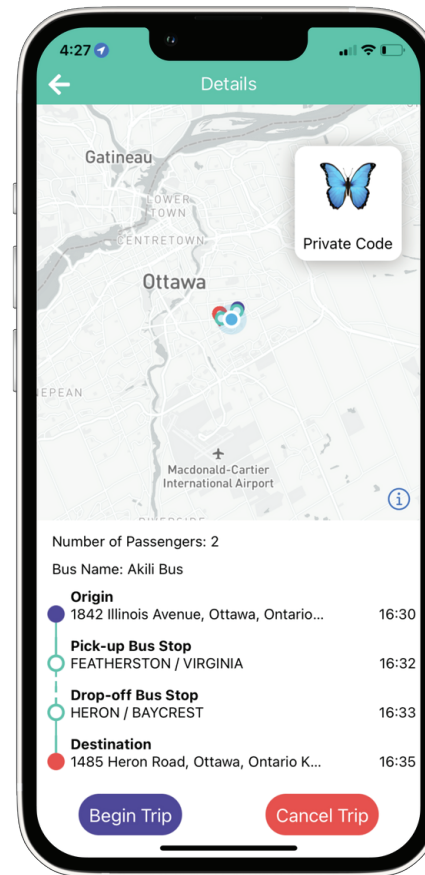
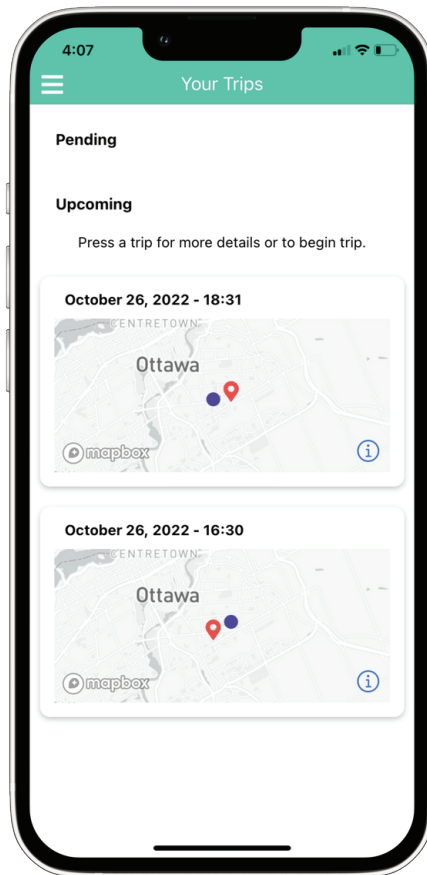
💡 Blaise Tip: Your trip will first be in the **Pending** tab for a few seconds, signifying that the system is in the process of processing your trip request. When your trip is accepted, you will receive a notification (depending on your phone's notification settings) and your trip will move into the **Upcoming** tab.

3.2 Get ready to depart

Approximately 30 minutes before departure, you will receive a mobile notification with your complete trip details. To view them, tap the **Menu** button in the top left corner, navigate to **Your Trips**, and then click on your trip listed in the **Upcoming** tab.



The Trip Details page will appear with your itinerary. This includes departure location, Pick-up bus stop, Drop-off bus stop, and arrival location and the associated times at each.

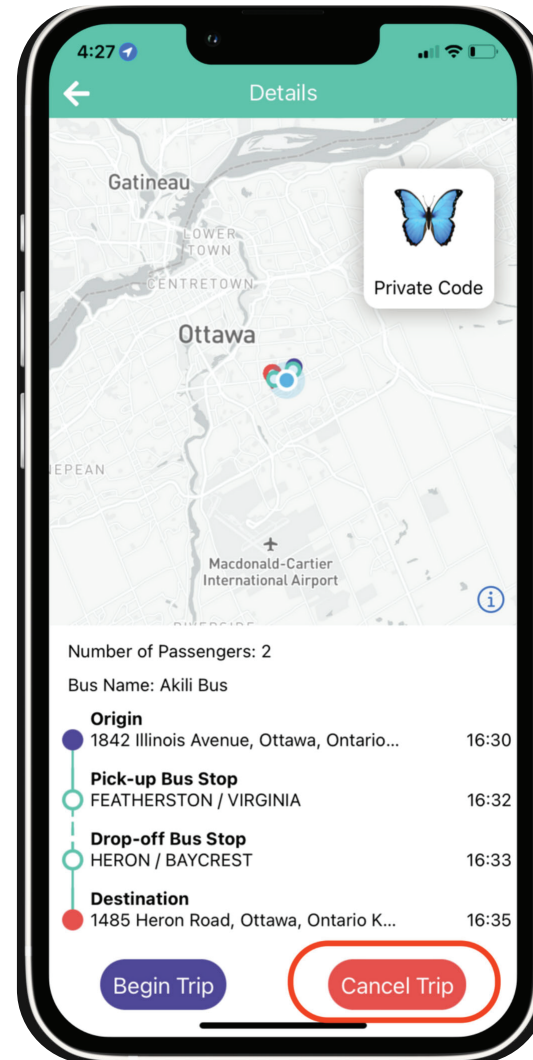


3.3 Cancel your trip

If you need to cancel your trip, go to the **Menu** button and press **Your Trips**. Click on the trip you wish to cancel, and press **Cancel Trip**.

Upon canceling a trip, you will receive a credit in your account as **Blaise Balance** equal to the amount of the purchased fare.

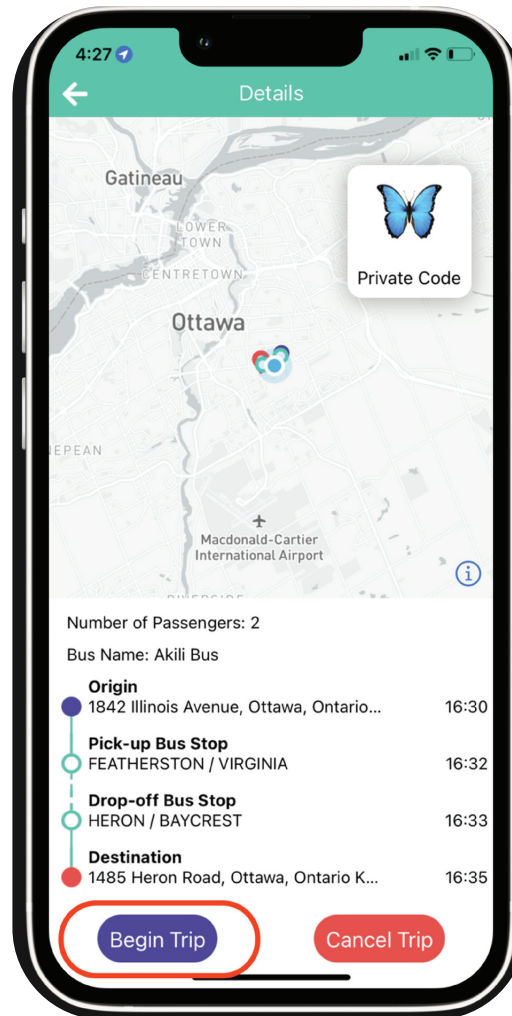
💡 Once accepted, a booking cannot be modified in the app. You can cancel the trip before departure and submit a new request.



Congratulations! You are now ready to board the bus. A mobile notification will alert you 5 minutes before you must leave to start walking to the pick-up stop (if applicable). Another mobile notification will alert you when the bus is close to your pick-up stop.

4.1 Start your trip

When you receive the notification to leave, click on Begin Trip.

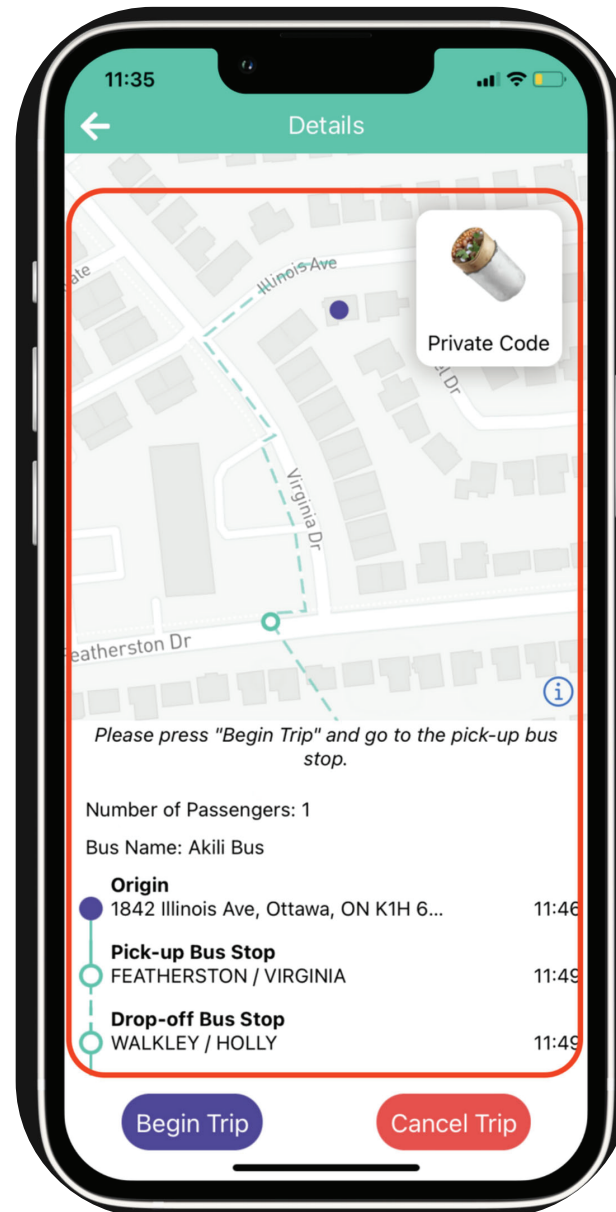


4.2 Walk to pick-up stop

After clicking **Begin Trip**, you can view walking instructions to your Pick-up stop (if applicable).

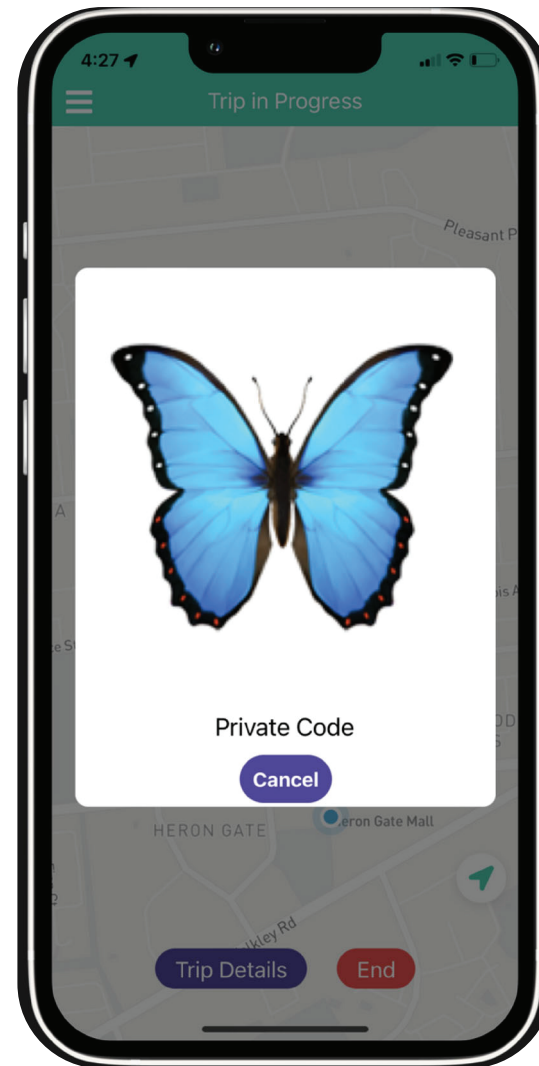
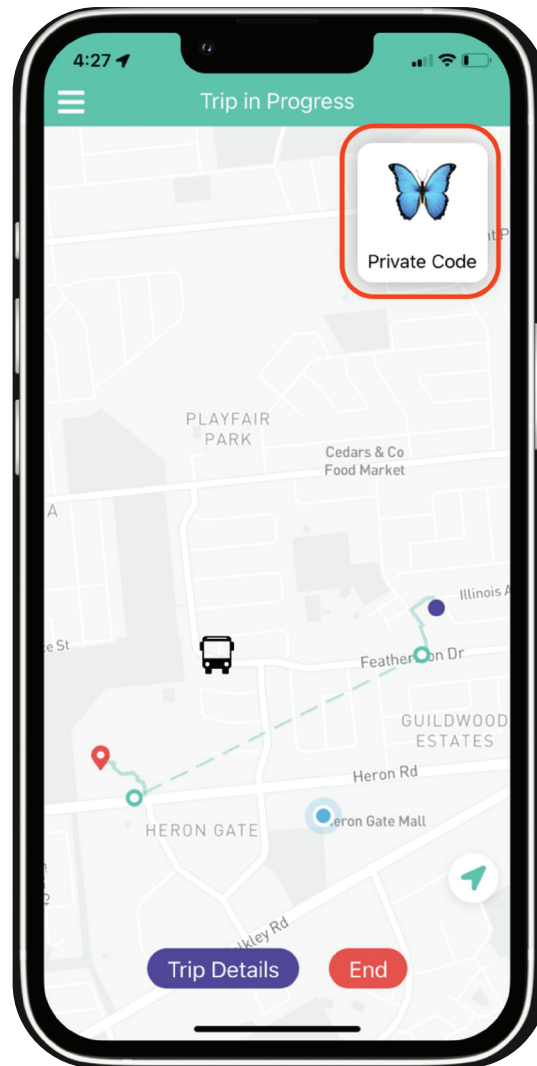
💡 The app will provide walking directions from your selected origin to the nearest existing stop. You may choose to use another travel mode to get to the stop.

Please make sure to reach the bus stop at least 5 minutes before the bus departure time.



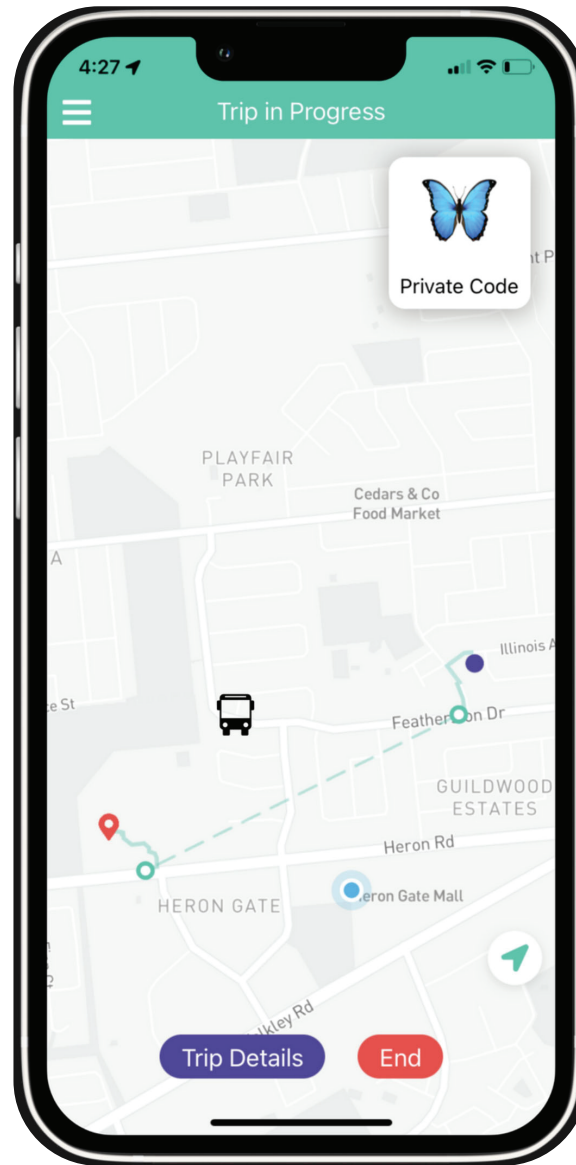
4.3 Board the vehicle

When the bus arrives, you must press the **private code** at the top left of your screen and show the enlarged code to the driver.



4.4 View vehicle location

During your trip, you can review your trip details and your vehicle's location by pressing the **Trip Details** button.



4.5 Arrive at your destination

As you approach your Drop-off stop, you will receive a mobile notification that you will be disembarking at the next stop.

Once you have disembarked from the bus, you can view the walking instructions to your final destination.

When you have arrived at your destination, press **End**.

