



## **SIMCOE COUNTY LINX TRANSIT**

Effective Labour Day, Monday, September 2<sup>nd</sup>, 2019, the Free trial service between Collingwood-Wasaga Beach-Barrie will end, and the County Linx system will require the use of a smart card or cash fare to board the Linx bus.

### **Frequently Asked Questions**

#### **1. How does the pass card system work?**

*The LINX Card which is an electronic, reloadable transit fare card that helps make travelling on transit easy and convenient. When you load and use your card, the County of Simcoe will apply a discount you and help lower your trip cost.*

#### **2. Where can I buy the County Linx pass card?**

*Currently, the Linx pass cards are only available on the Linx bus from the drivers.*

*Alternatively, they may be purchased from the County of Simcoe Administrative Building, 1110 Highway 26, Midhurst, Ontario L9X 1N6.*

#### **3. Can I buy a pass card on the bus? What if I don't have exact change? Can the driver make change?**

*Passengers can load their card on the bus with a maximum amount of \$20.00. Exact fare only and the drivers do not make change.*

#### **4. Are there any pass card discounts I am eligible for?**

*All passengers pay the same cash fare when boarding the bus. Fare discount is applied when using the SC Linx smart card. The discount ranges from 10% to 15% depending on the age category. See the Transit web site (<https://www.simcoe.ca/dpt/linx>) for information on the Simcoe County Linx card and how to load transit fares to the card.*

#### **5. How do I check my balance?**

*On line through <https://www.simcoe.ca/dpt/linx>*

#### **6. Will my transit card for Linx work on Barrie, Orillia or Wasaga Beach, Collingwood, etc municipal buses?**

*No, only on the County of Simcoe Linx system.*

#### **7. What is the Fare Structure?**

*Routes are divided into Fare Zones and rates are based on distance travelled. Children 5 years and younger ride for free. Please visit [linx.simcoe.ca](http://linx.simcoe.ca) for specific fare information.*

*Collingwood to Wasaga Beach is known as Route 4, and cash fare remains at \$2.00 (one-way) – unless using a smart card, where a discount applies.*

*Wasaga Beach to Barrie is known as Route 2, and the cash fare is \$4.00 (one-way) – unless using a smart card, where a discount applies.*

**8. Where do I get Linx updates on delays? Cancellations?**

*Real-time information on the bus route is available through the app call **Transit** or the transit web site [linx.simcoe.ca](http://linx.simcoe.ca), the Alerts section on the Linx web site or through customer service (705-726-9300).*

**9. What is the transit app? What does it do?**



*The app called “transit” provides real-time information on the bus, enables trip planning and passenger alert notices. The Transit App can be downloaded through Google Play Store or the Apple App Store. The app is free to download.*

**10. Does the Linx Transit System run on weekends and Holidays for all of the buses?**

*Please refer to the County website for hours of service. Please note, this Linx service days and hours will be reviewed once ridership trends are established; however, the Collingwood to WB buses will continue to operate 7 days a week including holidays and weekends.*