



Media Release

Mid-Pen Transit Service launches online payment portal with more to come

November 18, 2020 – Mid-Pen Transit riders can now reload their transit SmartCards from the comfort of their homes or on their mobile devices when they're on the go using the new [Mid-Pen Transit Service Online Portal](#).

“With the COVID-19 pandemic still a concern, everyone is looking for ways to limit their risk of exposure, and the launch of this online payment portal not only reduces the reason to visit another public building, it also offers riders a digital alternative that they can use to reload their SmartCards wherever they are, and whenever they need to,” said Shawn Berriault, Director of Community Services. “This online portal has been in the works for quite some time and we're pleased to finally be able to offer it to our riders.”

The [Mid-Pen Transit Service Online Portal](#) will provide riders with the ability to:

- Create an online user account;
- Register their SmartCard to their account;
- Link more than one SmartCard to a user account;
- Reload their SmartCard online via credit card;
- Activate an auto-reload feature where the system will automatically load their SmartCard when your balance falls below your set threshold;
- Report a lost or stolen SmartCard to immediately deactivate the lost or stolen SmartCard and request a replacement; and
- Review usage history.

Other Features to Enhance the Experience for our Riders:

Live Transit Mapping Feature – Coming Early 2021

We are working to provide users with real-time transit updates so riders can track where the buses are, next departure times, and system alerts. This service will be available in early 2021 via the [Transit App](#).

New Buses for both Routes

The Town of Penetanguishene has received their new bus, which is already in service providing a larger capacity for riders. The Town of Midland is expecting a new bus in the new year and will be used as the primary bus.

Route Changes – Penetanguishene (January 2021)

The Penetanguishene route will see several efficiency modifications for a trial period in January 2021. If there are no issues identified during this trial period, the changes will become permanent.

New Benches (2021)

Riders can expect new benches along the routes for added comfort while waiting for pickup.



“Many residents need the transit service in order to access work, shop for supplies, get to personal appointments, and to visit friends and family when safe to do so,” said Mayor Stewart Strathearn. “Thanks in part to funds received from the Investing in Canada Infrastructure Program (ICIP), we are pleased to provide these new service features to our riders to help ensure they can plan their travels more conveniently and accurately. Our thanks go out to Simcoe North MPP Jill Dunlop and the Provincial Government for continuing to support our efforts to improve our infrastructure.”

“The Mid-Pen Transit service provides a convenient and affordable way for community members to travel within our municipalities. It is easy to see the benefit that this service provides, and we are pleased with the amount of community support for the service” said Mayor Doug Leroux. “With the impacts of COVID-19, we are proud to be able to offer an easy online payment option for community members. Thank you to our Provincial partners for this timely support in our Public Transportation.”

To access the Mid-Pen Transit Service Online Portal visit midland.usetransit.com

Transit riders can continue to reload their SmartCards in-person at the following locations:

- **Midland Municipal Office**
- **North Simcoe Sports & Recreation Centre (Midland)**
- **Penetanguishene Municipal Office**
- **Penetanguishene Public Library**

Reminder, that transit riders are required to wear a non-medical mask when riding the bus, with exceptions given to certain individuals based on the Chief Medical Officer’s instructions. Masks will be provided when boarding if you don’t have one, and refusal to wear one will result in refusal of service and could result in fines ranging from \$750-\$1000 up to a maximum of \$100,000.

As per the directive of the Simcoe Muskoka District Health Unit, exemptions will be made for: children under the age of two, and those under five who refuse/cannot be persuaded to wear one by their caregiver; those who cannot wear a mask due to their religious beliefs; and persons with disabilities or medical conditions that prevent a person from wearing a face mask.

For more information on the Mid-Pen Transit Service, please visit:
Midland.ca/Transit or www.Penetanguishene.ca/en/residents/Transit.asp



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