

FREQUENTLY ASKED QUESTIONS

How to BOLT under COVID-19 Restrictions?

Blackfalds On-Demand Local Transit (BOLT) will be operating within CUTA guidelines. Once transit demand increases, so will shared ridership.

For your safety, the safety of fellow passengers, and of riders after you, we ask that you please wear a mask/face covering during your time on the vehicle.

While wearing a mask/face covering isn't always possible, we encourage you to please consider doing so to respect one another and the safety of the community. To further mitigate risk, we implemented enhanced cleaning practices and driver shields are installed.

Some things to remember when using public service during this pandemic:

- Maintain 2 metres of physical distance, if not please wear a mask.
- Limit the number of times you leave your home for errands
- Wash or sanitize your hands after touching communal surfaces

How many vehicles does BOLT run?

The Town recently purchased one (1) 7-passenger van and features one (1) wheelchair accessible seat with lift.

Future units will be purchased as necessary. The Town of Blackfalds contracted Prairie Bus Lines to provide transit drivers, take bookings and provide a secondary vehicle at an hourly rate (if needed). This rate includes the van acquisition process, daily operations and maintenance of the busses, drivers, schedule and booking application.

BOLT will continue to monitor daily demand and will adjust vehicle supply as necessary to ensure that there is sufficient transit service.

When will buses be operating in Blackfalds?

BOLT service will begin operating on Monday, August 31, 2020, at 6 a.m.

From August 31 until September 30, anyone can book and ride the BOLT for free. This will allow Town administrators to make sure the service and technology is operating at optimal efficiency.

On **October 1, 2020** full paid service will begin.

How much is it to BOLT?

During the month of September anyone can book and ride the BOLT for free!

See the cost table attached or visit www.blackfalds.com/bolt for details.

When can I BOLT?

The service runs weekdays (Mon – Fri) from 6:00 a.m to 8:00p.m.

Local time slots are every half hour from 6:30am to 7:30pm to ride within Blackfalds.

Regional (morning, midday and evening) time slots are from 6:00 a.m. to 8:00 p.m. from Blackfalds East or West's regional stops to Red Deer's North end.

Where can I BOLT?

BOLT has 32 stops within Blackfalds using the existing bus stops plus a number of virtual stops around town.

As the system grows, stops may be moved, deleted or added.

CALL 403.885.BOLT (2658) TO BOOK YOUR TRIP TODAY!

FOR MORE INFO VISIT WWW.BLACKFALDS.COM/BOLT

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Regionally, we are working with the City of Red Deer to have 1 stop located at the north end of Red Deer.

From the Kingston Red Deer Transit hub, riders can pay with a “My Ride Card” to access to the Red Deer Transit Service from Kingston Hub to other local routes in Red Deer.

How Does On-demand work?

When you want to BOLT around town or into Red Deer, visit www.blackfalds.com/bolt.

You can also download the Pick-Up On-Demand app or call BOLT directly at 403-885-BOLT (2658) to request a bus at a specific stop on a specific day and time (during service hours).

Buses can be requested up to two weeks in advance, or in just minutes.

How do I download the App?

BOLT is powered by the Pick-Up On-Demand App which is available for download on Google Play and the Apple store.

Can I still use the service if I don't have a mobile phone?

Most Definitely!

Riders can call 403-885-BOLT (2658) to arrange for service.

Will I be able to use a BOLT pass to get me around Red Deer?

No, to use Red Deer Transit (RDT), you must purchase a RDT “My Pass” to get around the city.

Red Deer Transit passes can be purchased at Sorensen Station in Red Deer (cash is accepted on these buses).

How do I purchase a bus pass?

The preferred method is through the Pick-Up On-Demand app and a credit card. or Hard Copy tickets can be purchased at the Blackfalds Civic Centre or the Abbey Centre

Are the original BOLT Passes transferrable?

Yes they are! Any BOLT passes purchased before the switch in transit services can be used with the new system, however, you *must book a ride* and make payment to BOLT.

What happens if I lose my bus pass?

You will have to provide some sort of proof of purchase and then request a replacement pass. If the pass is purchased through the Pick-Up On-Demand app, there is no physical pass or ticket to loss. Just log back into the app with your device.

Can I pay cash to BOLT on the bus?

No, cash boxes are not being installed on this system. BOLT users are encouraged to use the application or go to Blackfalds Civic Centre or the Abbey Center for cash sales.

Am I able to BOLT if I am in a wheelchair or other device to help me get around?

Yes, the BOLT van is fully accessible with one wheelchair seat and lift at the back.

How old do you have to be to ride the bus?

All riders under the age of 5 must be accompanied by a responsible rider.

Do kids have to be in car seats on buses?

If your child is required to travel in a car seat (due to age, accessibility, etc.), parents may bring their own or they can book a car seat via the app using the rider with booster seat option selected ahead of time.

Can I take a stroller on the bus?

Yes, you can bring your child in a stroller. A child may remain in their stroller if the wheelchair space is available, is being used properly, and if the bus is not at full capacity. Otherwise, the child must be removed

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from their stroller and the stroller must be folded.

Can I take a bike on the bus?

Yes, you can bring your bike onto BOLT. However, you must select the rider with bike option in the app ahead of time.

Is there WIFI on the bus?

Yes, WIFI is available.

Are pets/service animals allowed on the vehicle?

Pets are permitted on vehicles either on-leash or in a travel kennel and must be under the care and control of the owner at all times.

What can I expect for wait times?

When using the app, it will provide an updated ETA as the time gets closer to your ride and you will receive a notification when your vehicle has arrived. Updates are sent by text through the Pick-Up On-Demand app. You also have the option to use the mobile app to track your vehicle's location in real-time enroute to your location. Remember, this is a shared transportation service so wait and travel times may vary. The vehicle can carry up to eight passengers, so routes will not be direct as the driver picks-up/drops-off other customers along the way.

When booking your ride via telephone, the dispatcher will provide approximate pick up and arrival times. The dispatcher will create your user account prior to booking your ride.

Will the transit vehicle wait for me if I am late?

No, in order to provide timely service to all riders, it is not possible for the vehicle to wait. All vehicles must maintain the schedule for picking up and dropping off passengers. The maximum time the vehicle can wait is one minute.

Will there be refunds if I miss my bus?

Refunds will not be provided due to a missed ride. However, credits will be issued in the unlikely event that the bus is a no show.

What happens when the vehicle does not arrive? How likely is this?

In the unlikely event that the transit vehicle does not arrive, you will receive a ride credit on your account.

Can I cancel or modify my bookings?

When you book a ride, you are making a commitment to the system and the driver and the run is adjusted to

accommodate your trip. If you are not able to take the ride, we advise you to cancel as soon as possible. Excessive last-minute cancellations or no-shows can result in the suspension of your user account. If you've paid by credit card through the app and cancel a ride prior to boarding, you will receive an account credit in the app, not a refund to your credit card.

Why am I not able to see details about the vehicle's location?

Location details are visible only when the van is enroute to your location. You can track the van in real-time on the apps map when it's nearer to your pick-up time.

How much does it cost the Town to run BOLT?

BOLT's annual net operating cost is \$211,937. This works out to approx \$4.59/month, per household and is part of the 2020 property tax amount approved by Council in the 2020 budget.

With the new On-demand service, we will be adjusting this cost for the 2021 budget year for this new service.

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