

Please share any other comments with us on how you think the Town could improve accessible transit options moving forward.

It is unconscionable that there is no direct transportation from Collingwood to medical appointments in Toronto, especially for senior citizens who no longer can do that drive. Even a regularly scheduled bus that would take one from Collingwood to the Allandale Go train station would be helpful.

I do not know how many accessible taxis we might need in Collingwood as I do not know how many people use them. I am very concerned about not having a regular taxi available for my elderly mother - or even for other people. I think it is a safety issue to not have cabs in town.

I feel these services should be managed and operated by the town of Collingwood

There will be increasing need for accessible transit in the future. Let's get started!

If answering for a friend, some questions do
Not apply.

Transit plus is a great service but their computer system for booking pickup needs improvement.

We need cabs. Plain and simple. ACE had a monopoly on this town for decades. Open up the bids and let's get into 2024....

The hours of operation need to be extended to accommodate all users i.e., people with disabilities, those with jobs that require service beyond the present hours of operation, on-demand, door to door service is vital for residents with disabilities and, transport to/from the hospital (24/7).

Would like to understand the current need. Choosing one taxi, in this survey otherwise was an arbitrary selection

It seems supremely unfair to relegate wheelchair dependent people to restricted lifestyles because of a lack of options.

Subsidize a taxi service if necessary

As a senior we do not need to be standing out in the cold waiting for a bus. As we don't drive taxi was very important. Also there needs to be a taxi for people so that when bars close they don't drive. Collingwood slowed one taxi company to run one town. Now what. Their prices were too high. In we went from union station to Bloor st for under what we paid in collingwood to go a few blocks. Collingwood council needs to make this better for its residence as they started this one taxi system, and when they decided that they didn't make any money which they have now dropped all of us.

When my husband is not available I can still attend my appointments

I use a taxi service about twice a year to get to and from a hospital visit that requires me not driving.

Make cost lower so we seniors that need it can afford it!

I am 84 and feel that I will need taxi service in the next few years. It probably will be accessible depending on your definition of the word. (Wheelchair? Rollator? Cane? Heart problems?)

Letting residents such a service exists.

I could use a regular taxi if that were available and I believe that suits many of the potential users - a regular car/ban would suffice

I strongly feel that all members of society should have equal access to our beautiful amenities. The wheelchair using community does not have full access, yet!
Thank you for working towards equality.

Extended hours are a must both in town and to blue mountain

There needs to be ramp wheel transit available to get to specialists appointments that are not available in the Collingwood area. People in electric wheelchairs are in need of these doctors with no way to get there that is affordable. Spending hundreds of dollars to get to these appointments is not affordable.

Transit services are key to maintaining a healthy community - hours of service should be 6am-12am to better support the needs of Collingwood residents trying to get to work around town and to the mountain.

Thank you for creating this survey to get more insight from the people that live in this amazing town!

Accessible transportation is a huge necessity here in Collingwood, for those residents with disabilities. They depend on this service and are entitled to such services without restrictions. The town's financial reserves have been paying for this service and should continue to do so.

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If you were released from the hospital emergency department having arrived by ambulance's how would you get home.?

Need to have more accessible transit for seniors, individuals with disabilities and others in need of accessible transit

I wasn't sure how to answer question #13 because I don't have stats on usage of Ace Cabs' service. The decision should be based on data. One would certainly not be enough.

This will be a personal game changer for this resident!VANNOT EAIT!

Working at the Collingwood hospital we rely and need a wheelchair accessible taxi service. We also need a service we can call and use same day. Obviously in a ER department we do not have the luxury of pre booking things as people come and go constantly and we rely on ace to get people home. Ace cabs closing is going to directly affect the hospital ensuring people are discharged in a timely fashion

Collingwood should have accessible taxi we are aging society and because we are older that does not mean we are in bed by 9 o'clock. My friend is very social goes out at night but he needs the accessible taxi to get him places at later then 9 PM! Collingwood it's growing so fast and we have no taxi and no accessible taxi. I find that very sad and unbelievable!

I will not use the taxi service despite identifying as a person with a disability as I don't feel it's convenient.

AWARENESS of service, and how the system works,..... how long do you have to wait to be picked up,/ do they wait, or return to pick you up after your appt./ , , is this for private pickup or are there other riders with you,/ can they handle walkers and wheelchairs,how about a kneeling bus for boarding/ stroller assistance for mothers and children / prices and/or passes for this service or on a meter rate/ are pet dogs on leash allowed ?

I totally believe that the accessible cab should be used as a regular cab with accessibility features. There are not enough user, I think, to pay rate as they have limited income and it would them be more usable by anyone.

I am a low income senior residing in a care facility. I am wheelchair bound and gave limited access to getting reliable transportation to take me to & from medical appointments for dentists, eye tests etc. how is it fair to expect me to have to wait for a pickup time to and from my appointment that can have me waiting for an hour or more after my appointment finishes because there are too few accessible transit vehicles to take me or pick me up

Clearview coverage include???

I would like to be able to know I can call the night before to get an appointment for the next day at 9am.

Accessible transportation has to be full service. Ace cabs did not provide this. Customers were left on their own to negotiate getting in as the driver sat in his seat. Snow and ice are hazards when entering any cab. You are paying for a service, and common courtesy goes a long way. Don't say the drivers can't help due to insurance reasons. Train them how to help!

Longer Hours so more people can go out at night like to the movies, bowling, to a concert, to see the Collingwood Blues Hockey Game, for events happening in and around collingwood, to a restaurant to a bar, shopping etc. Plus with longer hours there would be a lot less people drinking and driving and it would be a lot safer for people to. Also a lot safer so people wont be out walking at night in the dark when it is not safe. There are also a lot of people with disabilities and seniors who use these services to which will help them out to and a lot of people who work long hours to. It just would be a whole lot better and safer for everyone of all ages.

Collingwood has an older demographic. There needs to be more accessable transportation. We also need the Go train to come this way. People have to go to Toronto for a myriad of reasons and a lot of them can't drive.

On demand wheelchair and handicap transportation service. With 24hr emergency service

Help all vehicles to be more accessible so it will end the them or us. Find a cheaper alternative to modify the vehicle and use the money for modifications not to purchase the taxi

Making electric wheelchair transit available to Barrie for specialist medical appointments that are not available here in Collingwood

We are trying to act like a grownup city, but we are only doing gradeschool improvements. If you want to cater to good ,wealthy ,people remember they come with families with all kinds abilities please provide for them as well. Please. Life long resident.

Get Colltrans to provide a pick up service

There should be accessible public transit - buses are being manufactured that cater to handicapped transit - taxi service is a luxury taxpayers cannot afford.

I speak for the Katherine's and the Casey's in our town. They deserve better treatment these two at least have spent hours working for the accessibility of Collingwood and they along with the other people who require service should be able to expect it

Need to promote use of these services and how to go about using the service and cost.

It is very sad that someone with a disability has to work sooooo hard to have access to accessible transportation to live their life like everyone else

This situation is disgusting. People need to get their act together using common sense and compassion. Tax base has expanded with rising home prices and additional housing/residents. Breaching a contract whereby this company has taken a sizable sum of monies yet cuts service down to a laughable (if not so serious) end time of % pm and no weekend service is not only a slap in the face but a legal breach which should be pursued to the fullest extent. Ace drivers have told me how badly company is run, with cabs out there that run in need of repairs that potentially affect safety of passengers, drivers and other vehicles on the road they share with public. Owners are scam artists. Get on the ball NOW.

Do some research. Burlington Ontario has a well established transportation system for accessible travel.

I filled this in for my parents who just moved into Raglan Village and are giving up driving and their car. They both have access ability difficulties (use walker/cane). They are currently relying on family (who live out of town) to get them to their numerous medical appointments, both in Collingwood, and Barrie. We've been considering the Ace options, but that seems it might be disappearing. They desperately need a reliable method of accessible transportation that can pick them up, and drop them off at the door of Raglan Village, and their appointment locations. My name is Colin Wilson - colin.wilson925@gmail.com

Not having accessible transportation really impacts the independence that we have tried hard to instill in our son. Having a disability is very challenging to begin with on a day to day basis, and having access to transportation should not be adding to those challenges, especially in a very prospering town like Collingwood.

Collingwood needs an accessible taxi service. There are a lot of seniors who rely on this service for dr. appts., plus grocery shopping.

Thanks for caring

Transit needs to be easily accessible from Pretty River Estates. Taxes are already too high!

I tried to call Ace Taxi today. The telephone message that their office was closed. It is open Mon to Fri for tours. So forget an accessible taxi service it appears Ace taxi isn't providing taxi service at all. Fortunately I was able to be only off the Transit Bus Plus for a quick pick up and the driver was able to bring me home without it affecting his next pick up. The Transit Plus person working today was kind enough to research & let me know the Wasaga Beach taxi would pick me up with a half hour notice & gave me the number. I don't understand why a cab would drive that distance and spend the money for the gas. My fare would not have covered the cost of his gas for 1 hour driving not to mention the loss of fares during the driving time. All that for a 15 minute or less fare in Collingwood? I found out today that Transit Plus drivers need time to wash

the vehicle & to gas up. So all the time they are working in a shift is not just driving time. I need to have extensive dental work done in the immediate future. As a handicapped person I

have PSW support. I also have a nurse coming twice a week. Due to staffing problems the PSW can only tell me the night before & the nurse the same day when they are coming. Dialysis patients have a lot of advance bookings and take up many Transit Plus appointments throughout the week. Weekend appointments are supposed to be made before 3 p.m. Monday to Friday. Can you see the difficulties present? It is an invaluable service to someone like myself. Old, single, living on CPP & OAS. The drivers are wonderful & could not be more helpful. My quality of life has been greatly improved by the use of Transit Plus. My health providers believe that my mental & physical health have improved with my being able to get out of my apartment. Do you realize how important both are to someone coping with living with a disability? Invaluable is not an exaggeration. As important as Transit Plus is something has to be done to provide a Collingwood taxi service to cover those times Transit Plus is not available. I have also heard from drivers that the person with whom I speak before three p.m. during the week needs some support. Apparently the phone never stops ringing. I once worked under similar circumstances and that level of stress is not healthy for anyone.

There is a high need from voices not being heard. From people needing to escape weather in our 4 season town to people who get injured and need rides from the hospital. Many people don't have the support necessary or parents aging out of being able to help. It's ridiculous that in 2024, people don't have options.

The Town could at least consider that transportation is meant for EVERYONE. People need to get to work safely and to get home safely in the evening at an affordable price. Not everything closes down at 8:30p.m.

While being confined to a wheelchair or scooter is in itself a real challenge, they also have the right to be treated with the same dignity as everyone else. They too need and should be able to have a social life.

Not everyone has the luxury of owning a car, nor do they drive.

WE ARE CURRENTLY IN 2024 and as a Town know for our Tourism appeal need to meet the needs of EVERYONE not going back in time.

Please upgrade the TRANSIT PLUS system to include an on-demand accessible taxi service. Also take into consideration the use of accessible taxi from our Hospital and BDB clients and also E3 clients.

Why can't Transit Plus schedule trips to the LCBO, the Beer Store or a cannabis store?

I don't personally need an accessible taxi service, but lots of older folks do and those folks aren't tech savvy enough to be able to uber around. I however would like to know what potential tax increase we would be looking at per resident. Easy to say yes, but in this current economy most families struggle to make ends meet as is, plus the already released news about the water bills increase in 2025, doesn't seem all that fair. Perhaps we could be looking at other types of funding for this service?

I do believe that hours of operations should be extended, this would greatly help over the weekends, when people go out and drink and drive, causing accidents and hurting themselves and others.

This will have no impact on me personally, but will impact several people I know, who rely on taxi service to get them home in the evenings, or to get them to and from things that transit does not go by. They have not used much of the accessible transit, as it needs to be booked in days in advance, and timing is not reliable.