

Who is Eligible?



1. Accessible transit services are intended for a person who, due to functional mobility problems, is physically unable to walk a distance of 175 meters (approximately 600 feet).
2. Elderly persons are not automatically eligible for BACTS service. Only persons physically unable to use public transit vehicles are eligible for this service.
3. Blind persons able to board public transit are not eligible for BACTS service.
4. Persons with mental health issues and/or cognitive disabilities may be eligible for the BACTS service if, in addition to the above, they have a physical disability that prevents them from boarding a public transit vehicle.

Lost and Found

All articles found on the buses are taken to the Lost and Found at 24 Maple Avenue. Call **705-737-2304** during regular office hours to confirm if your item has been found.

Let us know how we are doing

Contact the City of Barrie if you have any comments, concerns or complaints at 705-739-4209.

We value your comments; they help us to improve our service.

Information705-739-4209
 Reservations705-737-2304
 Self Serve Line705-737-6949
 Barrie Transit705-739-4209
 City of Barrie705-726-4242
 Barrie Transit
 Terminal.....705-739-1500
 Emergency Response Service ..911



Wherever life takes you.



The “Barrie Accessible Community Transportation Service” (BACTS) is a specialized bus transportation service operated to assist those persons with mobility difficulties. This service provides transportation from one accessible door to another and is available on a temporary or permanent basis, depending on the user’s eligibility.



Funded by



Registered BACTS clients may use the service for medical appointments, school, shopping, visiting family and friends, social outings, wherever life takes you within the City of Barrie limits. BACTS enables you to stay active in your community!

If a trip is not available, you may ask to be put on a “Standby List”. We will call you one business day before your requested trip between 12:00 pm and 3:00 pm if it has been accommodated. If we cannot reach you directly, no message will be left on an answering service, we will cancel this trip. Same day service and immediate request for service may be accommodated providing there are gaps in the bus schedule. If a trip cannot be accommodated, Barrie Transit is pleased to provide our community with accessible low floor buses on most transit routes, for information please call 705-739-4209. Low floor buses have no stairs so boarding is easy, plus they have a ramp and space for two wheelchairs. BACTS may also use a taxi company to supplement the service.

How to Confirm or Cancel a Trip

You are encouraged to confirm your trip by calling the Self Serve Line, 705-737-6949, available 24 hours a day, 7 days a week. If you wish to cancel your ride please call as soon as possible. We recommend that you call the Self Serve Line 705-737-6949 as the Reservation line is very busy.

How to Make Your Trip Booking

BACTS is a shared ride system and you can expect to be on our vehicles up to 60 minutes before you arrive at your destination, please book accordingly. BACTS operates with a 30-minute scheduling window. Pick-ups are accepted every quarter hour, and customers will be scheduled for pick-up within 15 minutes plus or minus of this booked time. This means you need to be ready 15 minutes before your scheduled pick-up time. To Reserve transportation please call up to one week in advance 705-737-2304 and be ready to provide the following information:

1. Date you need transportation
2. Your Client Identification Number & Name
3. Time of your pick-up
4. Address of your pick-up and accessible entrance
5. Address of your destination and accessible entrance
6. Is anyone accompanying you (i.e. friend)?
7. Whether you will be using a wheelchair or other mobility device
8. Pick-up time for your return trip



How to Contact BACTS

Office Hours for Reservations:
 Monday to Friday
 7:30 am – 4:30 pm
 705-737-2304
 For Cancellations:
 7 days a week
 705-737-2304
 BACTS Self Serve Line
 for Trip Confirmations
 and Trip Cancellations:
 Available 24 hours
 705-737-6949
 BACTS Transportation is available:
 Monday to Friday 7:30 am – 11:00 pm
 Saturday 9:00 am – 11:00 pm
 Sunday 9:00 am – 6:00 pm
 Service is not available on Statutory Holidays (Subject to change)

For the Hearing Impaired,
 please feel free to use the Bell relay service 711 and inform the Bell Relay Service Operator to call BACTS at 705-737-2304



How to Apply for BACTS

Applications are available by visiting, writing, on-line or calling the: City of Barrie
 70 Collier Street, 3rd Floor
 P.O. Box 400, Barrie, Ontario
 L4M 4T5
 Or call 705-739-4209
 Or at www.barrie.ca/btransit
 After completing the application, including the portion which requires your health care professional’s diagnosis and signature, return it to the above City of Barrie address or fax to 705-739-4238. The application will be reviewed and notification of your qualifications as a registrant will be sent to you shortly afterwards. Approved clients must reside within the City of Barrie.
 BACTS will provide service to any person visiting Barrie who is a registrant of another accessible Paratransit system.

Using the BACTS Self Serve Line 705-737-6949.

When you call the BACTS Self Serve Line, it will ask you for your Client Identification Number. Once you have it entered, it will ask you to enter your Password (same as your Client Identification Number). The Self Serve Line will remind you that at any time you may press "0" for assistance. The Self Serve Line will then greet you by name and ask you:

Press 1: to confirm a previously booked trip

Press 2: to cancel a trip

The Self Serve Line will offer you several options in regards to your confirmations and/or cancellations; choose the one that answers your needs.

*Please note that the time of your trip booking is an estimated time. Your vehicle may arrive 15 minutes before or 15 minutes after your scheduled time. Please be ready at the accessible door to meet your vehicle 15 minutes before your scheduled pick-up time. The BACTS operators only wait 5 minutes and customers who are not available at the time and location of pick-up will be automatically counted as a no show and all other scheduled trips will be cancelled for that day.

**Remember that your Password is the same as your Client Identification Number. Customers without touch-tone telephone service or who wish to speak to a booking agent may call 705-737-2304 for all their needs.



Bob Peebles



Bob Kerr

BACTS Founding Members.

Companions/ Escorts/Friends

If a companion, escort or friend will be accompanying you, tell the booking agent when you make your trip reservation as you must reserve them a seat as well. Remember, they must pay a fare when traveling with you.

Attendants

An Attendant is a care provider required to accompany and provide special assistance for the applicant while using BACTS. Customers, who cannot be left unattended on the vehicle or at any drop-off location, must be accompanied by an Attendant. The Attendant is not required to pay as they ensure the safety and well being of the client.

What is the Fare Structure

We use the "exact fare" system, meaning a fare can be paid by cash or pass. Our Operators do not carry change.

Cash Fares

Adults, all students, children\$2.75
Seniors (age 65 and over).....\$2.40

Passes

Monthly passes are available in different categories and allow unlimited use during the period for which they are valid.

Adult\$77.00
Student\$59.50
Power Pass (valid for High School Student after 4:00 pm)\$25.75
Senior/Child\$50.50
Elementary Child (Restricted to school days only)\$33.25
Georgian College Semester - Four month pass.....\$230.00

Ride Cards

Ride Cards are sold in groups of 2, 5 and 10 rides

All Customers,
2 Ride Card.....\$4.75
Adults and Post Secondary Students,
5 Ride Adult\$12.00
High School, Seniors and Children,
5 Ride Reduced\$10.50
Adults and Post Secondary Students,
10 Ride Adult\$24.00
High School, Seniors and Children,
10 Ride Reduced\$21.00

Passes and Ride Cards can be purchased at the Barrie Transit Terminal ticket counter at 24 Maple Ave, City Hall, Allandale Recreation Centre, East Bayfield Community Centre, Holly Community Centre and Georgian College Book Store. Passes and Ride Cards may be used on BACTS and Barrie Transit.

The 10 Ride Adult and 10 Ride Reduced Cards are also available by placing your order through the BACTS office at 705-737-2304, the day before your scheduled trip. The operator will deliver the Ride Card to you on the day of your trip and you must pay the Ride Card by cheques made out to the "City of Barrie". Receipts are issued upon request. (The above fares are subject to change.)

Wheelchairs

Our vehicles are able to accommodate wheelchairs that are no larger than 42" (106 cm) in length and 30" (76 cm) in

width. Our vehicles will not be able to accommodate anything larger. Our wheelchair lift can only accommodate a maximum of 600 lbs (273 kg) at a time, therefore, the combined weight of the passenger and wheelchair must not exceed 600 lbs. or (273 kg.). It is important to ensure that your wheelchair is in good repair, i.e. air in tires, brakes, if your wheelchair is deemed unsafe your trip may be refused. When boarding and alighting, passengers using power wheelchairs should position their wheelchairs on the lift to have the largest wheels toward the bus.

What if you Need to Cancel?

Please remember to cancel your trip as soon as possible should you not be able to go out. Your cancellation may accommodate other passengers. Same day cancellations up to 30 minutes before your scheduled pick-up time will be subject to a charge payable the next time BACTS is used.

What is the "No Show" Policy?

The "No Show" policy advises passengers who are more than 5 minutes past their pick-up time or who cancel within 30 minutes of their pick-up time, will be subject to a \$2.75 "No Show" charge payable the next time BACTS is used. BACTS will automatically cancel the remainder of your trips for that day unless we hear from you. You will then be responsible for alternative transportation, or if we have time available to accommodate you, there may be a lengthy delay. A maximum of three "No Shows" in one calendar month may result in a letter sent to the passenger as a reminder to call and cancel their trip. A second letter will be sent after the fourth "No Show" within the same calendar month, which may result in a five-day suspension of service.

A Subscription Service is Available

Passengers who wish to use the service at the same time and location more than twice weekly on a regular basis for work, education and medical appointments can book their trips in advance through a subscription service. Transportation can be provided only if resources are available for the time requested. Please note that if you cancel a regular morning pick-up, your afternoon ride is assumed to be cancelled as well, unless otherwise notified. Once your subscription service is set up you must use these bookings unchanged at least 75 % of the time or you will be contacted and your booking may be suspended or cancelled. All subscription bookings are automatically cancelled on Statutory Holidays (Subject to change) and you must call to cancel your trip if you will not be going out.

Passenger Responsibilities

Be ready at the nearest accessible door 15 minutes before your pick-up time. Notify the booking agent of any change in address or phone number. Be specific with pick-up and drop-off locations, (i.e. front door, rear door). Have a manageable number of parcels for you, your companion or your attendant. If you require an Attendant, it must be provided by you. BACTS will provide service only if the Attendant is present. Passengers who use a scooter must transfer to a seat on the bus.

BACTS Operator Responsibilities

Operators will assist you to and from the bus, secure all belts and take you through the closest accessible door, but are not required to attempt more than one vertical step, or to carry your parcels and personal effects. Operators are not required to wait more than 5 minutes past your pick-up time. Operators do not ring buzzers/doorbells or search for passengers. Operators do not report to specific stations at personal care homes or other medical locations to locate a passenger.

Customer Tips

1. Please be ready at the door 15 minutes before your scheduled pick-up time.
2. You may use the service for any trip purpose and remember to book early.
3. If you must cancel, do so as soon as possible to allow others to use the time.
4. An attendant is necessary if you require more than door to door service.
5. If you are more than 5 minutes late, the bus will proceed to the next scheduled ride and the "No Show Policy" will take effect.
6. Expect to share your ride with others, and expect a longer ride than if traveling by taxi or car.
7. Inform medical people that you are using the service, so that they may assist by keeping you on time. If possible, please call to cancel or reschedule if your appointment is running late to avoid a "No Show".
8. Please be considerate of the Operator. He or she has many people to assist and a schedule to maintain.
9. From time to time, demand may exceed capacity, so we may not be able to accommodate you every time you request a ride. We'll do the very best we can, but please do your part too. If our reservation lines are busy, please call again in a few minutes.
10. Please have a clear accessible path to your door (even in the winter months). Inaccessible paths may result in a refusal of trip.
11. Please have your pass or fare ready for the Operator.

