Operator Responsibilities:

Operators are expected and required to provide safe, courteous and reliable transportation to the users in our community. Operators do not provide “attendant care” or emergency medical type services. This means that if you have difficulty getting to and from the bus and on and off the bus you are required to travel with an Attendant.

Operators WILL:
- Be responsible for the safe and efficient operation of specialized transit vehicles
- Make their presence known at the pick-up locations
- Provide light assistance such as walking with you to and from the bus and to the closest accessible exterior door, opening doors
- Verbally guide you with the positioning of your mobility aid on the vehicle lift/ramp and operate the lift/ramp
- Safely secure your mobility aids and all belts and/or seatbelts
- Ensure they arrive at the proper accessible entrance at your pick-up location
- Maintain their schedule when time, traffic and weather conditions permit

Operators DO NOT:
- Assist clients to get on or off transit vehicles and/or maneuver, push or pull wheelchairs and/or scooters and do not park on private driveways
- Make repairs or adjustments to mobility aids
- Help go up or down flights of stairs, carry parcels, baggage, personal effects or heavy articles
- Lift wheelchair or scooters up or down stairs
- Report to reception, specific stations or other medical locations to find you
- Open/close/lock/unlock doors, enter private homes or wait for someone to arrive to open the door
- Wait more than 5 minutes after their arrival within the 30-minute scheduling window
- Assist you with fare payment by looking into bags, backpacks, coats or other

Passenger Responsibilities (please visit Barrie.ca/specializedtransit for further details)

1. Please be ready at the nearest accessible door 15 minutes before your scheduled pick-up time. You are expected to board the vehicle once it has arrived. Remain seated while the vehicle is in motion.
2. Please have your pass displayed or exact fare ready for the Operator when boarding.
3. If you are not able to make your trip time or you must cancel, please do so as soon as possible. This will avoid a no show/late cancellation fare charges and allows others to use the time.
4. If you are more than 5 minutes late, the bus will have to proceed to the next scheduled ride and the No Show policy will take effect.
5. Expect to share your ride with others, and expect a longer ride, up to 60 minutes.
6. Inform medical professionals that you are using the service, so that they may assist by keeping you on time. If you are running late please call and cancel or reschedule to avoid a late cancellation or no show fare.
7. Please be considerate and courteous of the Operator and other passengers at all times.
8. For the health and comfort of staff and riders kindly avoid excessive odors or scents. Odors may include but are not limited to scents related to unlaundered clothing, lack of bathing, uncontrolled bowels, and excessive perfumes. Failure to comply may result in suspension of service.
9. Please have a clear accessible path to your door before pick-up and drop-off times, even in the winter months. Safety access to your property is your responsibility. Inaccessible paths may result in refusal of service.
10. Ensure you keep all personal and health information up to date, including your phone number and address.
11. Please keep parcels and personal belongings to a safe, manageable amount and maximum of (2) two.
12. Profanity or abusive language/conduct will not be tolerated on Specialized Transit vehicles, when communicating with Booking Agents or Transit Staff. Failure to comply may result in a suspension of service.

Eligibility criteria for Specialized Transit is based on several guiding principles.

1. Eligibility is considered on a case-by-case basis for persons unable to use Conventional Transit due to a disability.
2. Eligibility is not based on a particular disability, age, income, or lack of available public transit stops in an applicant’s area.
3. Eligibility is not for those who find it more difficult or are unwilling to use a regular conventional fixed route public transit system.
4. Specialized Transit is not an attendant care service. Passengers whose medical conditions require specific transportation (e.g., extreme fragility requiring Transportation below regular speeds or inability to remain on the vehicle for up to 1 hour) need to contact a non-emergency medical carrier for transportation.

Applicants must be residents of the City of Barrie.

A visitor must be an active registrant of an accessible service in their home jurisdiction. A visitor Service Request Form is required.

Where can I get an application for Specialized Transit:

Applications are available online or you can visit, email, call or write:

Call: 705-726-4242

The City of Barrie, Service Barrie c/o Barrie Transit
70 Collier Street, 1st Floor City Hall, P.O. Box 400, L4M 4T5
Email: Service.Barrie@barrie.ca
Visit: barrie.ca/SpecializedTransit

Office/Reservation Hours:
Monday to Friday 7:30am – 5:30pm
Saturday & Sunday 9:00am – 5:00pm

Hearing Impaired
Please use the Bell Relay Service 711 and inform Operator to call Specialized Transit 705-792-5033, press 1.

Transportation Hours:
Monday to Friday 4:15am – 12:30am
Saturday 6:45am – 12:30am
Sunday 8:30am – 10:30pm

Service is not available on some Statutory Holidays (Subject to change).
Policy may result in a pay no show fare, used to pay the fare. We hear from you. If a return trip is needed, we will do our best to re-

The No Show Policy is progressive suspensions of service of up to 90 days.

Reservations, Booking Changes, Confirmation & Cancellation Line 705-792-5033, press 1
Self-Serve Automated Line for Trip Confirmations & Cancellations (available 24 hours)  705-737-6849

To reserve transportation, you may call up to one week (7 days) in advance. Please provide the following information:

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

How to Confirm or Cancel a Trip
To keep lines open for reservations, you are encouraged to confirm or cancel your trip by calling the interactive voice response (IVR) Self-Serve Automated Line, 705-737-6849, available 24 hours a day, 7 days a week. Alternatively, you may call 705-792-5033, press 1 to speak with a live agent during Office/Reservation hours; please do not cancel or make changes to your bookings with the Operators.

When you call the Self-Serve Line, it will ask you for your Client Identification Number. Once you have entered it, 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 to:
Press 1: to confirm a previously booked trip or;
Press 2: to cancel a trip
The Self-Serve Line will offer you several options in regard to confirming or cancelling your trip.

Cancellation Policy
We understand that sometimes plans change, however, please cancel your trip as soon as possible should you not be able to go out. Your cancellation and consideration will allow us to accommodate other passengers. Same day cancellations up to 30 minutes before your scheduled pick-up time will be considered a late cancellation and are subject to a $3.00 late cancellation fare the next time the service is used. No Show fare and policies apply.

No Show Policy
The No Show policy applies to passengers who fail to appear at the pickup location within 5 minutes of the arrival of the vehicle. When a no show occurs, Specialized Transit will automatically cancel the remainder of your trips unless we hear from you. If a return trip is needed, we will do our best to re-schedule your trip, however, there may be a lengthy delay or you may be responsible for arranging alternate transportation. No shows are subject to a $3.00 cash fare. The no show fare(s) must be paid the next time the service is used. A monthly pass or ride card may not be used to pay the no show. A maximum of four no shows and/or late cancellations in one calendar month or refusal to pay no show/late cancellation fare will result in a five day suspension of service. Continued violations of the No Show Policy may result in progressive suspensions of service of up to 90 days.

**General Information**

**Companions**
If a companion will be accompanying you, tell the booking agent when you make your trip reservation, as we must reserve them a seat as well. A companion is required to pay their own fare when traveling with you. Companions may travel permitted space is available and it does not result in other eligible passengers with disabilities being denied service.

**Attendants**
If you require more than door to door accompaniment or extra assistance or attention, please make the necessary arrangements to have an Attendant to ensure your safety. For example, clients who need assistance to board, pay their fare, push their wheelchair must be accompanied by an Attendant. An Attendant is a mandatory support person who assists with communication, mobility, personal care, medical and behavioural needs. If it is determined in your application that you require an Attendant, an Attendant must accompany you on all trips. You must provide your own Attendant. An Attendant must be 12 years of age or older and capable to meeting all your needs. A registered client cannot act as an Attendant for another registered client. One Attendant is permitted to travel at no cost.

**Assistive Devices**
Our Specialized Transit vehicles can accommodate wheelchairs and scooters that are no larger than 42 inches in length and 30 inches in width and the combined weight of the passenger and their assistive device must not exceed 800lbs. Clients who use scooters must be able to transfer to a seat. Parcels should not hang on the handles of an assistive device unless secured in a proper wheelchair or scooter bag. It is important to ensure that your assistive device (including walkers, rollators etc) is clean and in good repair (i.e. tires, seatbelt, foot rests, and brakes). If your assistive device is deemed unsafe your trip may be refused. You are responsible for the safe and effective maneuvering of your own assistive device.

**Fare Structure**
Please have your exact fare ready, monthly pass or ride card displayed when boarding the bus and request your transfer if required. Operators do not carry or make change. Specialized Transit offers the same fare structure as Conventional Transit Service. The fare structure can be found at barrie.ca/transitfares.

Passes and Ride Cards can be purchased at the Barrie Downtown Transit Terminal, City Hall Service Barrie, Allandale Recreation Centre, East Bayfield Community Centre and Peggy Hill Team Community Centre and Georgian College (Georgian College limited to Adult, Student passes and Ride Cards only).

If you are unable to access the above pass sales locations, when booking your trip please ask the Reservationist for details about our on-bus 10 ride card purchase option. Payment by cheque is made to the City of Barrie. Receipts are available and will be sent to you upon request. Fares are subject to change without notice.

**Subscription Service is Available**
Passengers who wish to use the service on the same days, at the same time and location more than twice weekly on a regular basis for a minimum period of 8 weeks (for work, education and/or medical appointments) can book their trips in advance through a subscription service. Transportation may 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.
Clients who have schedules that change frequently are not eligible for subscription service. Subscription bookings will be automatically cancelled on some Statutory Holidays (Subject to change).