

### Operator Responsibilities

1. Operators will make his/her presence known; accompany you to and from the bus and to the closest accessible exterior door.
2. Operators will safely operate the ramp and/or lift but are not required to push pull or maneuver assistive devices.
3. Operators will secure assistive devices and all belts but are not required to load and unload passengers.
4. Operators are not required to go up or down flights of stairs, carry parcels, personal effects or lift heavy articles.
5. Operators will only wait 5 minutes once they have arrived. The Operator must maintain his/her schedule and proceed to the next scheduled ride.
6. Operators will not report to reception, specific stations or other medical locations to locate a passenger.
7. Operators will not unlock doors, enter private homes or wait for someone to arrive to open the door.

### Passenger Responsibilities

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 no show/ late cancellation fare charges and allow others to use the time.
4. If it is determined that you must travel with an Attendant, you must provide your own Attendant for all trips. One Attendant is permitted to travel at no cost.
5. 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.
6. Expect to share your ride with others, and expect a longer ride, up to 60 minutes than if travelling by car.
7. 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.
8. Please be considerate and courteous of the Operator and other passengers at all times.
9. 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.
10. You may use the service for any trip purpose. At times, demand may exceed capacity, so we may not be able to accommodate you every time you request a trip. Remember to book early, up to 7 days in advance.
11. Please have a clear accessible path to your door, even in the winter months. Inaccessible paths may result in refusal of service.
12. Ensure you keep all personal and health information up to date, including your phone number and address.
13. Please keep parcels and personal belongings to a safe, manageable amount and maximum of (2) two.
14. 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.

Specialized Transit is a door to door shared ride accessible public transit service intended for persons unable to use Barrie Transit's Conventional accessible fixed route system due to a disability. Specialized Transit is available on an unconditional (permanent), temporary or conditional basis, depending on the user's eligibility.

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



### 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 Barrie.

Visitor must be active registrants of an accessible service in their home jurisdiction. 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:**  
 The City of Barrie, Access Barrie c/o Barrie Transit  
 70 Collier Street, 1<sup>st</sup> Floor City Hall, P.O. Box 400, L4M 4T5

Call: **705-726-4242**  
 Email: **ServiceBarrie@barrie.ca**  
 Visit: **barrie.ca/SpecializedTransit**

### Office/Reservation Hours:

Monday to Friday 7:30am – 5:30pm  
 Saturday & Sunday 9:00am – 5:00pm

### 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).



### Hearing Impaired

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

### Directory

**Reservations, Confirmation & Cancellation Line** 705-792-5033 (press 1)  
**Self-Serve Automated Line to Confirm or Cancel** 705-737-6949  
**Barrie Transit & Specialized Information or inquiries** 705-726-4242  
**Barrie Downtown Transit Terminal** 705-739-1500  
**Barrie Transit Office Direct Fax Line** 705-730-0377  
**Barrie Transit & Specialized Information or inquiries** ServiceBarrie@barrie.ca



## Booking A Trip

Specialized Transit is a shared ride system, you can expect to be on our vehicles for up to 60 minutes before you arrive to your destination, so please book accordingly. Specialized Transit operates with a 30-minute scheduling window that is from 15 minutes before the scheduled pick up time to 15 minutes after the scheduled pick up time. For example, if you have booked a trip for a 10:00am pickup, the Specialized Transit Operator will be scheduled to arrive between 9:45am and 10:15am. Trips are booked every quarter hour.

**Reservations, Booking Changes, Confirmation & Cancellation Line** **705-792-5033**, press 1  
**Self-Serve Automated Line for Trip Confirmations & Cancellations** *(available 24 hours)* **705-737-6949**

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, 705-737-6949**, 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 regards to confirming or cancelling your trip.

### Cancellation Policy (under review)

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 (under review)

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 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 fare. 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.

## 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. 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. One Attendant is permitted to travel with you at no cost. You must provide your own Attendant. A registered client cannot act as an Attendant for another registered client.

### Wheelchairs/Scooters

Our Specialized vehicles are able to accommodate wheelchairs and scooters that are no larger than 42 inches in length and 30 inches in width. Our **lifts** can accommodate a maximum of 600 lbs at a time, therefore, the combined weight of the passenger and mobility aid must not exceed 600 lbs. Our **ramps** can accommodate 600 lbs **up to a maximum** of 800lbs (**on restricted/limited fleet only**); therefore, the combined weight of the passenger and assistive device must not exceed 800lbs. It is important to ensure that your wheelchair/scooter is clean and in good repair (i.e. tires, seatbelt, foot rests, and brakes). If your wheelchair or scooter is deemed unsafe your trip will be refused. When boarding and deboarding, passengers using power wheelchairs must position their wheelchairs on the lift with largest wheels toward the bus. Passengers who use scooters must be able to transfer to a seat. You are responsible for the safe maneuvering of your own mobility aid.

### Fare Structure

Please have your exact fare ready or pass 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](http://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 Holly 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 pass 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 at the same time and location more than twice weekly on a regular basis (for work, education and/or 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. Subscription bookings will be automatically cancelled on some Statutory Holidays (Subject to change).