

## **Specialized Transit**

A door-to-door shared ride accessible public transit service for those 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 or social outings within City limits. The service enables you to stay active in your community.

### **Eligibility**

Applicant must be a Barrie resident.

1. Eligibility is considered on a case-by-case basis for those 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. Clients 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) should contact a non-emergency medical carrier for transportation.

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

### **Applications**

Online: [ServiceBarrie.ca](http://ServiceBarrie.ca) or [barrie.ca/SpecializedTransit](http://barrie.ca/SpecializedTransit)

Call: 705-726-4242

Email: [ServiceBarrie@barrie.ca](mailto:ServiceBarrie@barrie.ca)

Mail: The City of Barrie, Service Barrie c/o Barrie Transit, 70 Collier Street, 1st Floor City Hall, P.O. Box 400, L4M 4T5

### **Contacts**

Barrie Transit information: 705-726-4242

Reservation, Confirmation and Cancellation

Line: 705-792-5033 (press 1)

Self-Serve automated Line to Confirm or Cancel: 705-737-6949

Barrie Transit Office Direct Fax Line: 705-730-0377

## 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).

---

## Booking A Trip

You can expect to be on our vehicles for up to 60 minutes before you arrive to your destination; please book accordingly. Specialized Transit operates with a 30-minute scheduling window. Trips are booked every ¼ hour and clients will be scheduled for pick-up 15 minutes plus or minus of the scheduled pick-up time.

### By phone:

To reserve, you may call **705-792-5033 press 1**, up to one week (7 days) in advance. Please provide the following information:

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

To confirm or cancel, call the interactive voice response (IVR) Self-Serve Automated Line, **705-737-6949**, 24 hours a day, 7 days a week. Please do not cancel or make changes to your booking with the Operator.

Press 0 for assistance

Press 1 to confirm a booked trip or

Press 2 to cancel a trip

**Online:** From any web-enabled device you can:

1. Book, confirm and cancel trips
2. Review your client profile
3. View bulletins and view all upcoming and previously booked trip
4. View trip visually on a map with an estimated time of arrival

Visit [barrie.ca/SpecializedTransit](http://barrie.ca/SpecializedTransit) and follow the directions.

Visit [ServiceBarrie.ca](http://ServiceBarrie.ca), select Transit, then select Specialized Transit and click on the action you wish to complete.

---

### **Operator Responsibilities:**

Operators are expected and required to provide safe, courteous and reliable transportation to the users. 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 and/or use the InQline assist (powered winch system) to assist with boarding and deboarding manual wheelchairs
- Safely secure your assistive devices 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 assistive devices
- 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 past your scheduled pick-up time
- Assist you with fare payment by looking into bags, backpacks, coats or other

### **Client Responsibilities**

1. 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. Have your pass displayed or exact fare ready for the Operator when boarding.
3. If you are not able to make your trip time, please cancel as soon as possible.

4. If you are unwell cancel your trip or do not book a trip.
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.
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 clients.
9. For the health and comfort of staff and other clients 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. Please have a clear accessible path to your door before pick-up and drop-off times, even in the winter months. Safe access to your property is your responsibility. Inaccessible paths may result in refusal of service.
11. Ensure you keep all personal and health information up to date, including your phone number and address.
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.

### **Articles/bags/parcels/grocery carts**

Clients may bring a maximum of four (4) manageable articles on the Specialized Transit bus. Operators are not required to assist with loading and unloading of articles and/or personal items. The Operator can refuse to provide transportation if the clients have articles they cannot handle themselves.

For safety reasons articles are only allowed if the following conditions are met:

- Clients must carry their articles on their own and onto the bus in one trip.
- If extra help is required, clients may be accompanied by a companion.
- Please do not hang parcels, bags, etc... on the handles of walkers, wheelchairs or scooters as this may cause instability. Parcels, bags may be secured in a proper wheelchair or scooter bag.
- Clients must secure the packages on their lap in such a way that no article would come loose and move about the bus freely should the vehicle come to a sudden, unexpected stop.
- The parcels, bags etc... cannot be placed on the floors or the seats of the vehicle.
- One small grocery cart is allowed but is considered as the maximum a client can bring on the bus. They must be kept out of the aisle. Small / Compact Foldable Carts (Grocery/Laundry) will not exceed unfolded 16" or less in Width x 14" or less Front to Back Depth.

Specialized Transit has established maximums for each carry-on item:

Personal Item = 1 per customer

**And** - Shopping Bag = 4 per customer

**Or** - Bundle Buggy = 1 per customer

**Or** - Luggage = 2 per customer

## Attendants

If you require more than door-to-door accompaniment or extra assistance, make arrangements for an Attendant to ensure your safety. (i.e., 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, one must accompany you on all trips. You must provide your own Attendant. An Attendant must be 12+ and capable to meeting all your needs. A registered client cannot act as an Attendant for another registered client. One Attendant can travel free.

## Assistive Devices

Vehicles can accommodate devices no larger than 42" long and 30" wide. The combined weight of the client and device must not exceed 800lbs. Clients who use scooters must be able to transfer to a seat. Ensure your device (including walkers, rollators etc.) is clean and in good repair (i.e. tires, seatbelt, foot rests, and brakes). If your device is deemed unsafe your trip will be refused. You are responsible for the safe and effective maneuvering of your device. For our clients who use a manual wheelchair, the InQline assist is an operator controlled automatic winch system which provides a faster, smoother and safer boarding and de-boarding process. The InQline system enables clients using a manual wheelchair to access the community independently without relying on an Attendant.

## Cancellation Policy

Cancel your trip as soon as possible if you cannot go. This allows us to accommodate others. Same day cancellations up to 30 minutes before your scheduled pickup time are considered a late cancellation and are subject to a \$3.00 fare the next time the service is used (see below). No show policy applies.

## No Show Policy

This applies to clients who fail to appear at the pickup location within **five minutes of the vehicle's arrival**. When this occurs, the remainder of your trip is auto cancelled unless we hear from you. If a return trip is needed, we will try to re-schedule, however, there may be a delay, or you may have to arrange other transport. No shows are subject to a \$3.00 cash fare, which **must be paid the next time the service is used**. Passes/ride card cannot be used to pay the no show. A max of 4 no shows and/or late cancellations in one calendar month or refusal to pay the fare will result in a 5-day service suspension. Continued policy violations may result in progressive service suspensions (up to 90 days).

## Subscription Service is Available

Clients 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 of 8 weeks (for work, education and/or medical appointments) can pre-book trips through a subscription service. Transportation may be provided only if resources are available for the time requested. If you cancel a regular morning pick-up, your afternoon ride is assumed to be cancelled as well, unless otherwise notified. Once your subscription is set up you must use these bookings unchanged at least 75% of the time or your booking may be

suspended/cancelled. Clients whose schedules change often are not eligible for subscription. Subscription bookings will be auto cancelled on some holidays (Subject to change).

## **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 travelling with you. Companions may travel permitted space is available and it does not result in other eligible clients with disabilities being denied service.

---

## **Fare Structure**

Please have 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. Learn more at [barrie.ca/TransitFares](http://barrie.ca/TransitFares).

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

### **On-Bus Ride Card Purchase:**

If you are unable to access the above pass sales locations, when booking your trip please ask the Booking Agent 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.