

What is the “No Show” Policy?
If you are more than 5 minutes past or cancel within 30 minutes of the scheduled pick-up time, you will be charged \$3.00. The fine must be paid the next time BACTS is used. BACTS will automatically cancel the remainder of your trips unless we hear from you, and you will be responsible for alternative transportation. A monthly pass or ride card may not be used to pay the “no show” fine.

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].

Passenger Responsibilities
Be ready at the nearest accessible door 15 minutes before your pick-up time. Please notify the City of Barrie of any change in address, phone number or status. Be specific with pick-up and drop-off locations, [i.e. front door, rear door]. Have a manageable number of parcels – we recommend a 2-bag limit. If you require an Attendant, it must be provided by you and BACTS will only provide service if the Attendant is present. Passengers who use a scooter must transfer to a seat on the bus.

BACTS Operator Responsibilities
Operators will escort you to and from the bus, secure all belts and take you to the closest accessible door. Operators will **not** carry your parcels and personal effects. Operators are also not required to wait more than 5 minutes past your pick-up time and will not report to specific stations at personal care homes or other medical locations to locate a passenger.

Customer Tips

- 1 Please have your pass or fare ready for the Operator.
- 2 Please be ready at the door 15 minutes before your scheduled pick-up time.
- 3 If you must cancel please do so as soon as possible to allow others to use the time.
- 4 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.
- 5 Expect to share your ride with others, and expect a longer ride than if traveling by taxi or car.
- 6 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.”
- 7 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 and call early. If our reservation lines are busy, please call again in a few minutes.
- 8 Please have a clear accessible path to your door [even in the winter months]. Inaccessible paths may result in a refusal of trip.

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.

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

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.
- 3 Persons with mental health issues and/or cognitive disabilities or who are visually impaired 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.

How to Apply for BACTS
Applications are available online or you can visit, email, call or write:
The City of Barrie
70 Collier Street, 3rd Floor, P.O. Box 400, Barrie, ON L4M 4T5

Call: **705-737-2304**
Email: **transit@barrie.ca**
Visit: **www.barrie.ca/BACTS**

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. 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 system.

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

Persons with Hearing Impairment
Please use the Bell relay service **711** and inform the Bell Relay Service Operator to call BACTS.

Directory

General Inquiries	705-737-2304	Barrie Transit	705-739-4209
Reservations	705-737-2304	City of Barrie, Facilities and Transit	705-719-5970
Self Serve Line	705-737-6949	Barrie Transit Terminal	705-739-1500
Lost and Found	705-737-2304		

How to Make your Trip Booking

BACTS is a shared ride system and you can expect to be on our vehicles for up to 60 minutes before you arrive at your destination, so 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 and 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

We will do our best to accommodate same day service and immediate request for service, however we cannot guarantee it. If a trip cannot be accommodated, Barrie Transit might be an alternate option. Barrie Transit is pleased to provide our community with accessible low floor buses on all transit routes. For information on Barrie Transit, 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.

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.

BACTS GENERAL INFORMATION

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 individual using BACTS at all times. 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.

Wheelchairs / Scooters

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.

Fare Structure

You must pay the fare upon boarding the bus. Please ensure that you have the exact fare, as our operators do not carry change.

CASH FARES	
Adults, All Students, Children	\$ 3.00
Seniors age 65 and over [with valid ID]	\$ 2.60
PASSES	
Adult	\$ 82.40
Student [with valid Photo ID]	\$ 63.85
Power Pass – High School [valid with Photo ID and after 4 pm on school days]	\$ 27.55
Child/ Senior [with valid ID, except children]	\$ 54.00
Elementary Child [Restricted to school days between 7:30am and 5:00pm]	\$ 35.50
Georgian College Semester [with valid GC Photo ID]	\$ 247.00
RIDE CARDS	
2 Ride Card – All Customers	\$ 5.20
5 Ride Adult – Adults and Post Secondary Students	\$ 13.00
5 Ride Reduced – High School Students, Seniors and Children	\$ 11.50
10 Ride Adult – Adults and Post Secondary Students	\$ 26.00
10 Ride Reduced – High School Students, Seniors and Children	\$ 23.00
[Reduced Ride Cards require valid Photo ID, except children]	

Passes and Ride Cards can be purchased at the Barrie Transit Terminal at 24 Maple Ave, City Hall Finance Department, Allandale Recreation Centre, East Bayfield Community Centre and Holly Community Centre. Adult and Student Passes and Ride cards are available at the Georgian College Book Store.

The 10 Ride Adult and 10 Ride Reduce Cards are also available by placing your order through the BACTS office at **705-737-2304**, when you make your booking. The operator will deliver the Ride Cards to you on the day of your trip, and you must pay by cheque made out to the “City of Barrie.” Receipts are issued upon request. Fares are subject to change.

What if you Need to Cancel?

We understand that sometimes plans change. However, please cancel your trip with us 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 \$3.00 charge payable the next time BACTS is used.