

**FOR IMMEDIATE RELEASE*****Service Barrie, City's new customer contact centre opens today***

(Barrie, ON) The City of Barrie is making steps to improve customer service today, with the opening of *Service Barrie*. *Service Barrie* is located on the first floor of City Hall, and is a central place to obtain information or direction about City services and programs.

"This is an important change for the City, which will help us to better serve our growing community," says Rebecca James-Reid, Executive Director of Access Barrie. "Our goal is to enhance the quality and efficiency of interactions residents have with the City by eventually providing a 'one-stop-shop' experience."

Starting today, residents can contact *Service Barrie* for assistance with the following:

- **Pay** - taxes, water bills, parking tickets
- **Purchase** - transit passes, parking passes, garbage tags
- **Pickup** - recycling containers, green bins, waste management calendars and bid packages for city tenders
- **Book** - City Hall tours, art displays for City Hall
- **Request** - information about Roads, Parks & Fleet services (i.e. Communities in Bloom, winter control, street sweeping)
- **Submit** - service requests for Roads Parks and Fleet services (i.e. pot holes, dead tree replacement, street lights out, applications for specialized transit use, bids & tenders)

Over the next year, *Service Barrie* will expand to provide direct assistance with more City services.

**Service Barrie Contact Information:**

**Phone:** 705-726-4242 – 8 a.m. to 5 p.m.

**Counter:** 1st Floor City Hall – 8:30 a.m. to 4:30 p.m.

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

**FAX:** 705-739-4237

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***For further information contact:***

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