



## **MEDIA RELEASE**

**Tuesday, September 1, 2020**

### **FOR IMMEDIATE RELEASE**

## **Service Barrie will fully reopen on September 8 to assist City's residents**

(Barrie, ON) The City of Barrie's customer service centre, [Service Barrie](#), will fully reopen on Tuesday, September 8 to provide in-person services to the public.

Service Barrie is located on the first floor of City Hall (70 Collier St.) and provides services such as purchase of parking passes, garbage tags and Transit passes, payments for records requests, pet licences, tax and water bill payments, and building permit payments. Residents will also now be able to pick up new recycling boxes and/or green bins and pay parking tickets.

For services such as business licenses, marriage licenses and commissioning of documents, the public will be required to book an appointment for Tuesdays and Thursdays by calling Service Barrie at 705-726-4242. For resident convenience and to skip the line, appointments can still be made for all services listed above by request. Call 705-726-4242 to make an appointment.

Service Barrie reopened in mid-July by appointment only, but starting September 8, will have the capacity to offer full walk-in services, with the following safety precautions in place:

- Do not visit City Hall if you are sick or experiencing any symptoms of COVID-19
- Everyone entering City Hall is required to wear a [face covering](#)
- Members of the public should access City Hall via the Worsley St. entrance off the parking lot
- You will be required to sign in and out of the building
- Capacity limits will be monitored, and you may be asked to wait outside
- Signage and floor decals will indicate proper physical distancing
- If required to assist with your transaction, only one additional person may attend the appointment
- Please use debit or credit cards to pay instead of cash or cheques, as much as possible

Service Barrie is open Monday to Friday (excluding holidays) from 8:30 a.m. to 4:30 p.m. The City's customer service representatives can also be reached via phone at 705-726-4242 (Monday to Friday, 8 a.m. to 5 p.m.) or by email at [ServiceBarrie@barrie.ca](mailto:ServiceBarrie@barrie.ca). Please be aware that although Service Barrie will be fully open, other in-person services with other City departments may be limited at this time.

Residents can also still access online options for City services, visit [barrie.ca/OnlineServices](http://barrie.ca/OnlineServices) for more information. Another option for payments of invoices and bills are the drop boxes located at the front and back of City Hall.

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### **For more information, please contact:**

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