



Adapted Transport



TRANSPORT

RÉGION VITICOLE,
VERTE ET EN SANTÉ



450 263-7010
OU
1 866 890 - 5242

Personal informations

GENERAL :

Name : _____

Address : _____

Town : _____

URGENCE :

Notify : _____

MEDICAL:

Doctor: _____

Telephone: _____

Allergies: _____

Words of welcome

Welcome to the Brome-Missisquoi MRC's adapted transport service! We are pleased to present this user's manual for our service. This manual will explain how the adapted transport service operates and will help you gain access to transportation that meets your needs.

The public transit system is growing quickly, and this manual allows you to access this service for all your transportation needs, whether they are related to medical appointments, work, school, or recreation.

It is important that you read this manual in order to learn how the service works, to be well-informed, and to be able to get the most out of the service, while avoiding confusion and misunderstandings.

This manual serves as a general reference for users. We hope it will meet your needs and answer all your questions; otherwise, please communicate with us directly.

**Service de transport adapté et collectif
de la MRC Brome-Missisquoi**
749, rue Principale
Cowansville, (Quebec) J2K 1J8
Telephone: 450-263-7010
1-866 890-5242
E-mail: transport@mrcbm.qc.ca

Service offered

The Brome-Missisquoi MRC's paratransit service offers a door-to-door public transit system, with adapted vehicles, which operates by reservation only.

The transportation mode used for each trip (minibus, regular taxi, adapted taxi) is at the discretion of the **Service de transport adapté de la MRC Brome-Missisquoi**. This decision takes into account our clients' specific needs and the resources available.

Coverage zone

Towns in coverage zone

Abercorn	Notre-Dame-de-Stanbridge
Bedford (town)	Saint-Armand
Bedford (township)	Sainte-Sabine
Brigham	Saint-Ignace-de-Stanbridge
Cowansville	Saint-Pierre-de-Véronne-à-Pike-River
Dunham	Stanbridge East
East Farnham	Stanbridge Station
Farnham	Sutton (Glen Sutton)
Frelighsburg	Ange-Gardien (Rouville MRC)

Procedures and membership

Type/ Access card

To use the paratransit service, you must apply and have been granted approval.

Following the acceptance of your application by the admissions committee, guided by criteria set forth by the ministère des Transports du Québec, you will be issued an access card free of charge for the paratransit network.

This card identifies your membership category and determines whether you are eligible to be accompanied on your trips. The card allows you access to the paratransit network throughout Quebec.

CARTE D'ADMISSION

MRC
Ébroux-
Missisquoi

NOM, PRENOM

NO DE DOSSIER Signature de l'officier délégué

REGLES D'UTILISATION

10. La carte d'admission est réservée à l'usage exclusif de l'utilisateur dont le nom apparaît au recto.
11. L'utilisateur doit être en possession de sa carte d'admission lors de ses déplacements et doit la présenter sur demande.
12. La carte d'admission est la propriété du service de transport adapté et doit lui être retournée sur demande.

NUMERO DE TELEPHONE DU SERVICE
450 293-8583
1-866-890-5242

Transports
Québec

Admission

There are four membership categories:

GENERAL MEMBERSHIP

Valid for all your trips with no restrictions, subject to the service's applicable rules. This membership type is permanently valid, unless the admissions committee requests a membership review.

PROVISIONAL MEMBERSHIP

Valid for a specified period of time (e.g., 12 months). This membership type is a temporary measure, and following your membership's expiration, you will be asked to submit a new application.

SEASONAL MEMBERSHIP

Valid for the winter months, from October 1 to April 30 of the following year. The constraints preclude year-round use of the service.

PARTIAL MEMBERSHIP

Limited to certain types of trip only. This membership type is for those likely to be able to graduate to the regular public transit system. These members are granted temporary access to the paratransit service, for trips they will have to make by themselves in the future. They must learn to use the regular public transit system alone.

Accompaniment

There are several types of accompaniment:

MANDATORY

Some clients require physical or psychological assistance while aboard the vehicle. These specific needs could preclude certain people from being able to use the service if they are not accompanied. If the user is deemed to require accompaniment, he or she may not use the service if unaccompanied. The mandatory companion must be a responsible person, aged 14 or over, able to provide the help the user requires. He or she does not have to cover their own fare.

OPTIONAL

In this case, the user may be accompanied by a person of his or her choice, who must, however, cover his or her own fare. At the time of booking, you must absolutely mention that you will be accompanied; otherwise, your companion will not be allowed to join you on your trip. The paratransit service cannot guarantee a spot for the optional companion. If a spot is unavailable, you will be notified as quickly as possible.

Accompaniment

UNAUTHORIZED

Some users, if accompanied by another person, can use the regular public transit system without risk. (For example, a visually impaired person can compensate for this challenge and orient him- or herself in time and space with the help of someone else).

In such cases, the user may not be accompanied on paratransit trips.

OTHERS

For specific reasons, the following types of accompaniment may also be authorized:

-Temporary accompaniment to allow familiarization

This kind of accompaniment aims to make new users feel safe and confident, enabling them to make the same trips by themselves in the near future. The companion must cover his or her own fare.

Accompaniment

Accompaniment for assistance at destination

In some cases and for certain places only, a user may be accompanied if he or she would be unable to navigate without assistance once at his or her destination. In such cases only, we allow this type of accompaniment. The companion must cover his or her own fare.

* ***Accompaniment due to parental responsibility***

This type of accompaniment is intended for users who are parents or guardians of children under 14 years of age. Children five years of age or less travel for free, while the cost of the trip must be paid for children over five years of age.

* **If the child requires a booster seat, the parent must provide it.**

(The guide dog is not a companion; its presence is allowed regardless of the type of accompaniment authorized. The user must notify the dispatcher of the presence of a guide dog so that the dispatcher may ensure that the dog's presence will not be an undue inconvenience for other passengers.)

Regular transportation

A regular transportation trip is a booking that is repeated on the same day and at the same time each week. A regular itinerary will be programmed into our transportation software and you will no longer have to make a reservation for this trip, as long as its parameters remain unchanged.

Example: *Physiotherapy appointment every Tuesday from 10 a.m. to noon (12 p.m.).*

To cancel a regular trip, we ask that you please **notify us as quickly as possible** (see below for information about modifying or canceling a reservation).

Following a cancellation, your reservation for a regular trip will remain valid, and there is no need to contact us as long as its parameters remain unchanged.



Occasional transportation

Your booking will be programmed into our transportation program. A telephone confirmation of the times will be made **only in case of any changes**; otherwise, you may presume you will be picked up at the scheduled time. **To cancel** an occasional trip, we ask that you please **notify us as quickly as possible**.

Group transportation

The transit service is able to organize group transportation, for a minimum of four people, subject to vehicle availability and budgetary constraints, and only outside of regular hours of operation. See the section on booking procedures for further information

Regular Taxi (conditions of use)

Users in wheelchairs who travel in taxis must be able to transfer themselves from their wheelchair to a seat aboard the vehicle, without the help of the driver or of a companion. The user must also be able to be either in the front or in the back of the vehicle. Otherwise, he or she will be transported by minibus or adapted taxi only.

Customer service

For all request relative to applying for membership, to making, modifying or canceling a reservation or to modify your file, submit comments or request general information.

Please call us at:

450 263-7010 / 1 866 890-5242

Monday to Friday 7 am - 12 pm
1 pm - 4 pm

Transportation service schedule

EMERGENCY :

Within coverage zone:

The transportation service is offered according to the following schedule

Monday-Thursday: 7 a.m. – 6 p.m.

Friday: 7 a.m. – 11 p.m.

Saturday: 7 a.m. – 12 a.m.

Sunday and statutory holidays: no service

Outside of coverage zone (MEDICAL ONLY):

Departures 9 a.m. – 1:30 p.m., Monday to Friday, and return trips on call

Saturday and statutory holidays: no service

Statutory holidays with no transportation service

Days with no service (statutory holidays):

New Year's Day
Christmas Day

Statutory holidays with no administrative services

The Brome-Missisquoi MRC's public transit and paratransit offices are closed on statutory holidays. We cannot take your calls on statutory holidays. We ask you, therefore, to book several days in advance.

Below is a complete list of the statutory holidays on which the services of our dispatch office will be unavailable.

- | | |
|-----------------------------------|----------------------------|
| * January 1 and 2 | * Easter Monday |
| * Good Friday | * Fête nationale du Québec |
| * National <i>Patriotes</i> ' Day | * Labour Day |
| * Canada Day | * December 25-26 |
| * Thanksgiving | |

* *The schedule may vary during the holiday season; users, therefore, must contact us to confirm it.*

Rates and payment methods

Please see the pocket at the back of the manual for applicable rates.

PAYMENT METHODS

Cash

The user may pay his or her fare in cash.

Only exact change is accepted. Drivers do not make change.

Punch card - 10 or 50 punches

Punch cards may be used for daytime, evening, and weekend trips within the MRC's paratransit service coverage zone.

These cards must be paid for by cash or cheque directly to a driver, by mail, at the MRC's head office in Cowansville, or at the offices of the public transit and paratransit service in Farnham.

To buy a card directly from a driver, the user must notify the paratransit service in advance.

Cards are available in **10- or 50 punches-**formats.

Rates and payment methods

Punch card 10 or 50 tips

1	<i>Transport adapté et collectif de Brome-Missisquoi</i>										38
2	Titre de transport										37
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1	[50]	[49]	[48]	[47]	[46]	[45]	[44]	[43]	[42]	[41]	[40]	39				
2	<i>Transport adapté et collectif de Brome-Missisquoi</i>											38				
3	Titre de transport											37				
4	50 Déplacements internes											36				
5	Détenteur _____											35				
6	Émis le _____ No. 08 1003											34				
7	Par _____ Spécimen											33				
8												32				
9												31				
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11												29				
12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28

Rate zones

The service's coverage zone is divided **into four rate zones**. To travel within a zone, you must pay one trip, or one hole-punch, for a one-way trip. You must pay two or three trips or hole-punches to travel throughout two or three different zones.

Bedford	Bedford (ville), Bedford (canton), Stanbridge-East, Saint-Armand, Saint-Pierre-de-Véronne-à-Pike-River
Farnham	Ange-Gardien, Farnham, Notre-Dame-de-Stanbridge, Saint-Ignace-de-Stanbridge, Sainte-Sabine
Cowansville	Brigham, Cowansville, East-Farnham, Dunham, Frelighsburg
Sutton	Abercorn, Sutton, Glen Sutton

Circuits, regular route and other requests

CIRCUITS

The paratransit service operates from Monday to Friday with a trip to Cowansville in the morning and at noon and a return at noon and a second at the end of the afternoon. This service is offered by taxi.

Saint-Armand – Cowansville	Philipsburg, Saint-Armand, Frelighsburg, Dunham, Cowansville
Glen Sutton – Cowansville	Glen Sutton, Abercorn, Sutton, Cowansville
Sainte-Sabine – Cowansville	Sainte-Sabine, Farnham, Cowansville
Pike-River – Cowansville	Pike-River, Stanbridge-Station, Bedford, Stanbridge-East, Cowansville
Notre Dame – Cowansville	Notre-Dame-de-Stanbridge, Saint-Ignace, Bedford, Stanbridge-East, Dunham, Cowansville
Brigham – Cowansville	Brigham, East-Farnham, Cowansville

REGULAR ROUTES OTHER REQUESTS

REGULAR ROUTES

Regular routes by minibus are established according to the following destinations and schedules from Monday to Friday.

Brigham-Cowansville Cowansville-Brigham	AM 7h30 à 9h00 PM 14h30 à 16h10
Cowansville –Cowansville Cowansville –Cowansville	AM 7h50 à 8h40 PM 15h30 à 16h20
Bedford – Farnham Farnham – Saint-Armand	AM 7h00 à 8h20 PM 15h10 à 16h30
Sainte-Sabine – Farnham Farnham –Sainte-Sabine	AM 7h45 à 8h25 PM 15h15 à 15h55

OTHER REQUESTS

Other requests are treated on a case-by-case basis according to the availability of vehicles and budget.

Trips outside the territory

Trips outside the territory are offered for medical reasons only to Saint-Jean-sur-Richelieu, Granby and Knowlton by taxi.

Reservations procedures

Please book each trip by calling:
450 263-7010 / 1 866 890-5242

Several types of transportation are offered:

Regular for a user

Reservations must be made **seven business days** prior to the date of the requested trip.

Occasional for a user

Reservations must be made no later than noon (12 p.m.) on the business day prior to the requested trip.

For trips on Saturdays and Mondays, you must reserve no later than noon (12 p.m.) on the Friday prior to the requested trip.

In the case of statutory holidays, we ask that you please reserve no later than noon (12 p.m.) on the business day prior to the holiday.

Occasional for a group

Four-person minimum, subject to budgetary considerations and vehicle availability, and only outside of regular hours of operation.

Reservations must be made **five business days** prior to the date of the requested trip.

Reservations procedures

For all transportation reservations, you must provide the following information:

User number

User's **first and last names**

Date of requested trip

Frequency of trip, if applicable

Exact **addresses of point of departure and destination** (street name and number)

Desired **time of arrival** at, and **departure** from, destination

Presence of an **accompanier**, of a **wheelchair** (regular, power, or scooter), of a **walker**, or of a **guide dog or helping dog**.



Returns on call

Returns on call are accepted **only for medical reasons**.

For example:

- ◆ Appointment with your treating physician or a specialist;
- ◆ Appointment at the hospital, CLSC;
- ◆ Appointment with a dentist or optometrist;
- ◆ Appointment at a repair centre for equipment required for your condition (wheel chair, prosthesis, etc.).

Once **you have finished you have completed your medical appointment** you can call:

1 866 278-9538

It is necessary to expect a **reasonable waiting time** according to the hours of use and availability of vehicles. For returns on call outside the territory, (Saint-Jean-sur-Richelieu, Granby and Knowlton), it is possible that the waiting times will be longer.

User's responsibilities

Be ready at the confirmed time

For all of your trips you must be ready 10 minutes before the established departure time. Unfortunately, there are sometimes unforeseen situations on the road, which could speed up or delay your trip. The drivers are not obliged to wait for a rider who is late.

Residents of apartment complexes

(Apartment buildings, assisted living complexes, etc.) Please wait in the lobby of your building at the scheduled time.

Changing or canceling A booking

Requests for **changes** must be made in the morning the day before the trip and for the **cancellation** of a reservation, we ask you to call as soon as possible.

450 263-7010 / 1 866 890-5242

1 866 278-9538

The day of the trip. If you have a **major unforeseen problem outside of business hours** you must contact our emergency service:

1 866 278-9538

A driver cannot change a reservation without the agreement of the Brome-Missisquoi MRC paratransit service's dispatcher.

«White trip »

If the driver arrives at your home and you **refuse to board** for your trip or if **you do not show up at the appointed time and place**, you will receive a "white trip".

When a driver makes an unnecessary trip to pick you up, the Brome-Missisquoi MRC's paratransit service must pay the bill in full, with no contribution from the ministère des Transports.

In such a case, the user, therefore, must pay for his or her trip even though the service was not used (standard user rates apply).

We understand that this situation is rare and unforeseen. **We only tolerate three (3) “white trips” (failing to meet the paratransit vehicle at the appointed time) per year.** If you make more than three (3) white trips you will be advised and suspended from the service for a week or more. A letter from the paratransit service will be sent to you.

We are counting on the cooperation of our users to avoid this situation.

User’s responsibilities

* **RESPECTING THE RESERVATION PROCEDURE**

For all trips it is necessary to reserve a place in a vehicle. The rider must make their trip reservations according to the given guidelines. Reservations can only be made at the paratransit service.

The rider cannot make a reservation without a specific reason (as the case may be) and must cancel reservations that are no longer needed. All excursions (white trips) are billed to the client (according to the rate in force) who neglects to cancel their trip.

* **RESPECTING THE RESERVATION PROCEDURE (CONTINUED)**

- * Last minute reservations will not be accepted. The user must contact the paratransit service according to the reservation guidelines presented earlier.
- * A rider wishing to be accompanied, by their children or anyone else, must mention it when making the reservation so that the seats are reserved.

ANIMALS

- * Companion animals must travel in closed cages supplied by the rider and must remain in their laps. This restriction does not apply to guide or assistance dogs.

ACCESSIBILITY AND MAINTENANCE OF ENTRANCES

- * In the winter as in summer, the rider must ensure the accessibility of their residence if they wish to use the paratransit service in order to ensure safe movement between the door and the vehicle.
- * Under no circumstances may the user change the driver’s route.

User's responsibilities

BOARDING

The user must be ready 10 minutes prior to the scheduled boarding time.

LUGGAGE/PARCELS

Luggage and parcels are allowed if they do not need to be handled by the driver and they do not take up extra space aboard the vehicle. In addition, they must not block any of the vehicle's entrances.

SAFETY BELT

Safety belts must be worn at all times while aboard the vehicle.

Wheelchair-bound users are responsible for ensuring their wheelchair has anchorage mechanisms that allow it to be securely fastened to the floor of the minibus. Otherwise, transportation will be refused.

User's responsibilities

ACCEPTABLE BEHAVIOUR

The user must behave in a civil and respectful manner toward the driver and other passengers; the user must not cause undue delays or otherwise interfere with the service's smooth operation.

Failure to respect any of the service's policies may result in immediate suspension.

TOBACCO AND FOOD

Smoking is strictly forbidden aboard all of the transportation service's vehicles.

Food and drink are also strictly forbidden, unless special permission has been granted.

HELPER/CARETAKER

In some cases, the user must ensure that a helper or caretaker will be present at his or her destination. In such cases, if a helper or caretaker is not present, the driver will drive the user back to his or her place of departure.

User's responsibilities

SCOOTERS AND POWER WHEELCHAIRS

Scooters and power wheelchairs are allowed on the minibuses and adapted taxis, subject to available space and vehicle capacity. The user must be able to transfer him- or herself from his or her wheelchair to a seat aboard the vehicle.

Such wheelchairs must have standard anchorage mechanisms.

EMPTY WHEELCHAIR SLATED FOR REPAIR

If there is space available aboard the vehicle, a user may travel with an empty wheelchair slated for repair.

No wheelchair will be transported without the presence of the customer.

The user must mention his or her intention to travel with an empty wheelchair at the time of booking.

An additional charge of \$2.00 applies.

CHANGE OF ADDRESS

Customer service must be informed in advance of any change of address, in order to allow us to modify the regular schedule or any trip previously planned in relation to your new address.

If you move outside of the territory of Brome-Missisquoi, it will be possible for us to send a copy of your admission file to the transit authority in that area. To do so, make a request to customer service.

Penalties

WHITE TRIP OR MULTIPLE DELAYS

- * Each white trip or delay will be charged to the rider according to the user fees in force. After three (3) repeated white trips or delays, there will be a suspension of transport of a week or more according to the frequency of use of the service.

NON-PAYMENT

- * Transport will be suspended until payment is received after three (3) incidents of non-payment; there will be a suspension of transport for a week or more according to the frequency of use of the service.

NSF CHEQUE

- * If a rider makes a payment with a bad cheque (non-sufficient funds), for the next trip they will have to pay an additional amount of \$15 (\$5 in NSF charges + \$10 in administrative fees). After two incidents there will be a suspension of a week or more depending on the frequency of use of the service.

BEHAVIOUR

- * Depending on the seriousness, the Brome-Missisquoi MRC paratransit service will try to find a solution to the problem with those involved. In the case of a repeat and/or a serious incident, the penalty may be the temporary suspension of a week or more depending on the case.

Request to change a file

This type of request must be presented in the following manner: A note or letter must be written which clearly describes the change requested (request for a helper/caretaker general admission request, etc.). With this letter must be attached the evaluation of a professional supplying all of the details concerning the diagnosis, deficiencies, incapacities and transportation needs that arise from it.

Driver's authority

The driver expresses his presence by ringing the door bell of the residence and specifying the name of the user and the destination.

If it necessary, the driver can come to user assistance by holding the arm or by pushing the wheel chair and proceed in the same way at the arrival.

Please take note that, if there is more than three steps to the stairway, the user will have to overcome them by himself or the help of a third party.

In no time, the driver will carry a user in his arms or a wheel chair in the stair.

The user is toke in charge by the driver at the departure till destination and this one must be ensured there a third party assuming the charge of the user at destination



UNUSUAL EVENT

If you encounter an unusual delay (more than 15 minutes), you will have to contact the Brome-Missisquoi MRC paratransit service at 450-263-7010 / 1-866-890-5242, or at the emergency number: 1-866-278-9538. We will be able to inform you of the transportation situation.

In case of an accident

If an accident happens during a trip, the paratransit service will do everything possible to contact the rider's close friends or family. As well, the customer service will supply information to any rider who wishes to file a claim to the appropriate authorities.

Procedure in case of extreme weather

When weather conditions are not favourable to carrying out safe transportation, it is possible the paratransit service will be suspended.

The decision to suspend the service is the responsibility of the management of the Brome-Missisquoi MRC paratransit service in cooperation with the carriers, if necessary.

If the road is slippery, snow-covered and not passable, we refuse to put riders and their designated drivers in danger.

In the event of the service being shut down, an announcement will be made on the MIX96-FM (96,5), CFXM-FM (104,9) CJAD-AM (800) radio stations. You can also call our office at 450-263-7010 to check. A message will be on the paratransit service's answering machine.



Modifications

- * **Hours of service**
- * **Territory covered**
- * **Rates**

When there are changes to the hours of service, rates or areas served, users will be advised by mail or publication in the media.



Complaints procedure

The Brome-Missisquoi MRC paratransit service is concerned with offering a quality service that meets the needs of its clients. However, the riders who experience dissatisfaction with the paratransit service are invited to make their comments, observations or complaints known.

In order to allow a continual improvement in our transportation service, the customer service has been authorized by the management, to welcome all comments or complaints that you wish to make and to ensure they are followed up on.

In writing:

Direction du service de transport adapté
et collectif de la MRC Brome-Missisquoi
749, rue Principale
Cowansville(Quebec)
J2K 1J8

By telephone: 450 263-7010
1 866 890-5242

By E-mail: transport@mrcbm.qc.ca



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Questions?

Contact us!
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Monday-Friday
7 a.m. to 12 p.m.
and 1 p.m. to 4 p.m.

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