Paratransit Service User's Guide

Transportation Services
MRC de Memphrémagog

October 2024 version

TRANSPORT MRC
DE MEMPHRÉMAGOG

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1. Public paratransit

Tranpsort MRC de Memphrémagog provides a door-to-door paratransit service to persons with disabilities.

The service is available to persons who have met the eligibility requirements set out in the *Paratransit Eligibility Policy* of the Ministère des Transports du Québec.

A transportation service is said to be “public” when several persons are transported together over a same route. The door-to-door service provides driver assistance for boarding and getting off at the points of departure and arrival, as well as along the route when necessary.

Transportation is provided by minibus, adapted taxi or standard taxi, depending on vehicle availability and client irreversible limitations.

Paratransit fosters the social, school and workplace integration of handicapped persons. The service is provided on a reservations-only basis.

1.1.

1.2. Eligibility

To have access to the paratransit service dispensed by Transport MRC de Memphrémagog, a person residing in one of the participating municipalities must complete and file an Application for Paratransit Eligibility form. An incomplete application will be returned to the applicant and incur a delay in the processing time. Prospective paratransit users may obtain an application form from Transport MRC de Memphrémagog or download it from their website (transportmemphremagog.com).

The *Paratransit Eligibility Policy* is established in accordance with the rules set out by the Ministère des Transports du Québec. Eligible users can use paratransit services throughout Quebec, wherever the service is offered to the population.

1.2.1. Requirements for eligibility

To be eligible, a person must meet both of the following requirements:

1. He or she must be handicapped, that is to say, "a person with a deficiency causing a significant and persistent disability (impairment), who is liable to encounter barriers in performing everyday activities." (Act to secure handicapped persons in the exercise

of their rights with a view to achieving social, school and workplace integration, RLRQ, chapter E-20.1);

2. He or she must have mobility limitations that justify the use of a paratransit service. The following limitations are the sole criteria used to determine eligibility:

    - Inability to walk 400 metres on even ground;
    - Inability to climb a 35-cm step with assistance or inability to descend from such a step without assistance;
    - Inability to complete an entire trip using regular public transportation;
    - Inability to keep track of time or find one's bearings;
    - Inability to master situations or behaviour that could represent a danger for the person or for others;
    - Inability to communicate verbally or by using signs. However, by itself, this disability does not constitute a requirement criterion for eligibility.

1.2.2. Eligibility Committee

The application is reviewed by an Eligibility Committee composed of a transportation services officer, two representatives for disabled persons, and a representative from the health and social services network. The Committee renders its decision, in writing, within 45 business days following receipt of a duly completed form. All applications are treated confidentially.

1.2.3. Levels of eligibility

A person's eligibility may be general, provisional or seasonal.

1.2.4. Application for reconsideration

A person who feels he or she has been wronged by a decision of the Eligibility Committee may apply for reconsideration, in writing and within 40 days, to the Bureau de révision (review board) at the following address:

Bureau de révision:
Direction du transport terrestre des personnes
Ministère des Transports du Québec
700, boulevard René-Lévesque Est, 15e étage
Québec (Québec) G1R 5H1

1.2.5. File transfer

A client moving away from the MRC de Memphremagog must apply to the transportation services department in writing to have his file transferred to a new paratransit service.

1.3. Area served

Paratransit services are offered to citizens residing in one of the following municipalities:

- Austin
- Ayer's Cliff
- Bolton-Est
- Canton de Hatley
- Canton d'Orford
- Canton de Potton
- Canton de Stanstead
- Eastman
- Magog
- North Hatley
- Ste-Catherine-de-Hatley
- Ville de Stanstead

1.4. Type of service / schedule

1.4.1. Trips within the MRC

The paratransit service provides door-to-door trips for several municipalities within the MRC.

Schedule

The table on page 7 depicts the service hours for paratransit services for the various participating municipalities.

1.4.2. Medical appointments

Transportation is provided to the following Sherbrooke institutions (CHUS Fleurimont and Hôtel Dieu, Argyll, d'Youville, CRE (Centre de réadaptation de l'Estrie) as well as the ACTE (Association des accidentés cérébrovasculaires et traumatisés crâniens de l'Estrie) and Clinique Plateau Marquette.

Schedule

Monday and Wednesday

Departure	Return
Between 7:15 am and 8:15 am	Between 14 :00 and 14 :30

(The schedule is subject to change without prior notice)

1.4.3. Holidays

Transport MRC de Memphrémagog is closed on legal holidays. There is no transportation except for dialysis appointments:

- New Year's Day
- January 2nd
- Easter Monday
- National Patriot's Day (Victoria Day)
- Fête nationale du Québec (Saint-Jean-Baptiste)
- Canada Day (Confederation)
- Labour Day
- Thanksgiving
- Christmas
- Boxing Day (December 26th)

Adapted and public transit service schedules

MAGOG		
	Service within Magog	*Connection to Sherbrooke*
Monday	7 AM to 10 AM & 12 PM to 5:30 PM	To : 8 :30 AM to 10 AM From : 2 PM to 3 :30 PM
Tuesday	7 AM to 10 AM & 12 PM to 5:30 PM	-
Wednesday	7 AM to 10 AM & 12 PM to 5:30 PM	To : 8 :30 AM to 10 AM From : 2 PM to 3 :30 PM
Thursday	7 AM to 10 AM & 12 PM to 5:30 PM	-
Friday	7 AM to 10 AM & 12 PM to 5:3 0PM	-

AUSTIN, BOLTON-EST & POTTON			
	Trip to Magog	*Trip from Magog*	*Connection to Sherbrooke*
Monday	7 AM to 8:30 AM	3:30 PM to 5 PM	Yes, refer to light green section above
Tuesday	-	-	-
Wednesday	-	-	-
Thursday	7 AM to 8:30 AM	3:30 PM to 5 PM	-
Friday	-	-	-

EASTMAN & ORFORD			
	Trip to Magog	*Trip from Magog*	*Connection to Sherbrooke*
Monday	7 AM to 8:30 AM	3:30 PM to 4:30 PM	Yes, refer to light green section above
Tuesday	-	-	-
Wednesday	-	-	-
Thursday	7 AM to 8:30 AM	3:30 PM to 4:30 PM	-
Friday	-	-	-

AYER'S CLIFF, STANSTEAD TOWNSHIP & STANSTEAD			
	Trip to Magog	*Trip from Magog*	*Connection to Sherbrooke*
Monday	-	-	-
Tuesday	7 AM to 8:30 AM	3:30 PM to 5 PM	-
Wednesday	7 AM to 8:30 AM	3:30 PM to 5 PM	Yes, refer to light green section above
Thursday	-	-	-
Friday	7 AM to 8:30 AM	3:30 PM to 5 PM	-

HATLEY, NORTH-HATLEY & SAINTE-CATHERINE-DE-HATLEY				
	Trip to Magog	*Trip from Magog*	*Trip to Sherbrooke*	*Connection to Sherbrooke*
Monday	-	-	9 AM to 10 AM	2 PM to 3 PM
Tuesday	7 AM to 8 :45 AM	3:30 PM to 4:30 PM	-	-
Wednesday	7 AM to 8 :45 AM	3:30 PM to 4:30 PM	9 AM to 10 AM	2 PM to 3 PM
Thursday	-	-	-	-
Friday	7 AM to 8 :45 AM	3:30 PM to 4:30 PM	-	-

(effective as of May 26th 2023)

1.5. Reservations

1.5.1. When and how to reserve

All requests for transportation are made by telephone, by calling the dispatch office at 819 843 3350.

Only a user with a declared hearing disability is permitted to use the telephone service for the hearing impaired to make a reservation.

Reservations may be made for regular transportation (e.g., every Tuesday and Thursday morning at 9 am) or for occasional transportation (e.g., Friday, June 3rd at 2 p.m.).

All reservations must be made before noon on the working day preceding travel. For transportation on Monday, reservations must be made before noon on Friday.

It is the user's responsibility to confirm the time of the transport the day before starting at 3pm or on the Friday at 11am for the Monday transport.

1.5.2. Dispatch office hours

Monday	8 a.m. to 12 p.m.	1 p.m. to 4:30 p.m.
Tuesday	8 a.m. to 12 p.m.	1 p.m. to 4:30 p.m.
Wednesday	8 a.m. to 12 p.m.	1 p.m. to 4:30 p.m.
Thursday	8 a.m. to 12 p.m.	1 p.m. to 4:30 p.m.
Friday	8 a.m. to 12 p.m.	Closed.

Closed on legal holidays (see 1.3.4., Holidays) as well as on Good Friday, Christmas Eve and New Year's Eve. If December 24th and 31st occur over the weekend, they will be deferred to the closest working day, unless indicated otherwise.

1.5.3. Required information

The following information is required to reserve transportation:

- Name;
- Departure date and time;
- Return date and time
  (or on-call return service– see 1.4.5);
- Address of departure point;
- Address of destination;
- Functional limitations and mobility aids: the person is ambulatory or uses a manual or motorized wheelchair;
- Presence of a travel companion.

This information allows the dispatcher to establish transportation options based on availability of space for the requested routes and times.

1.5.4. Mode of transportation

The mode of transportation is selected by the paratransit service. The choice of vehicle takes into account the user's limitations and resources availability. The service is not required to notify the client.

1.5.5. On-call return (medical appointment only)

As of May 26 2023 on call return won't be possible. It will be obligatory to reserve both trips at the same moment. If not, transport MRC won't be offering the return service.

1.5.6. Visiting paratransit user

A visiting paratransit user must reserve transportation by contacting the dispatch office. The visitor must comply with Transport MRC de Memphrémagog regulations and pay the same fare as resident MRC clients.

1.5.7. Travel companion and service dog

The compulsory presence of a travel companion is determined by the members of the Eligibility Committee at the time of eligibility application. The authorised travel companion must be at least 14 years old and capable of assisting the handicapped person during transportation. In all cases of compulsory accompaniment, the travel companion's seat in the vehicle is guaranteed at the time of reservation and the travel companion is not required to pay a fare.

If the paratransit user's condition does not require compulsory accompaniment, he may nonetheless choose to travel with a companion if there are seats available. In that case, the reservation must be made for both passengers; the companion must pay his own fare and travel the same route as the paratransit user.

The presence of a service dog or guide dog is accepted; it does not replace a travel companion.

1.5.8. Parental responsibility

Any child aged 5 or less eligible for paratransit is required to travel with a responsible person aged of at least 14 years old. This person must pay his own fare. Children aged between 5 and 12 years must obligatorily fulfill a parental consent available for Transport MRC Memphremagog.

Any child aged 5 years and over eligible for paratransit may travel with a parent. The parent must pay his own fare.

Moreover, in accordance with parental responsibility principles, the parent must sign a waiver authorising a child aged between 5 and 13 to travel alone.

1.6. Cancellation / Modification

The user is required to notify the dispatch office of a cancellation at least one hour in advance, by calling 819 843-3350.

When the dispatch office is closed, the user must call 819 843-3350 and press 1. The call is then transferred to an emergency telephone.

A modification must be requested before noon on the day before departure. For transportation on Monday, the request for modification must be made before noon on the preceding Friday.

Same-day requests will be refused.

Important: Drivers are not authorised to modify a reservation under any circumstances.

Requests for transportation or for modification are not accepted outside dispatch office hours. Only cancellations are accepted.

In case of a no-show, the user who has failed to cancel his trip will be required to pay the cost of an empty run upon his next trip. Unless notified otherwise, the return trip is automatically cancelled as well. (See 1.8, *Empty run*).

1.6.1. Snow or ice storm

When there is a major snow or ice storm, paratransit users are notified of cancellations via the local radio station NRJ 106,1. and Rouge FM 102.7, or on the Transport MRC de Memphrémagog website (transportmemphremagog.com)

We will strive to maintain transportation services for medical appointments.

1.7. Client responsibilities

1.7.1. Punctuality

The client must be ready at least 10 minutes before the confirmed pick-up time. The driver will show up at the agreed-to address at most 10 minutes past the reserved time.

Due to unforeseen circumstances, vehicles can sometimes show up a few minutes early or late. Please note that the drivers are not required to wait for a client past the time for which transportation was reserved.

1.7.2. Seatbelts and wheelchairs

For security reasons, all paratransit users are required to fasten their seatbelt in minibuses and taxis.

A wheelchair seatbelt with metal fastener is required for users travelling in a wheelchair. The wheelchair must also be fitted with an approved anchoring system that allows for standard anchorage in the vehicle. A non-compliant wheelchair will be refused transportation and the trip will be considered an empty run (see 1.8*, Empty run*). Before letting the client on the hydraulic lifting platform, the driver must ensure that the seatbelt is securely fastened. If the client cannot fasten his own seatbelt, it is the driver's duty to do so.

A user wishing to be exempted from wearing a seatbelt must present certificate of exemption delivered by the *Société de l'assurance automobile du Québec*.

The transportation of an empty wheelchair (i.e., for repairs or maintenance) is not permitted.

1.7.3. Location accessibility

In winter, the paratransit user is responsible for ensuring that the access to his residence has been cleared of snow and

de-iced (driveway, sidewalk, stairs, etc.). He must also ensure that his residence is accessible year-round. The road leading to the residence must be safe, suitable for vehicle traffic and well maintained, otherwise transportation may be cancelled; it would then be considered an empty run (see 1.8, *Empty run*).

A client using a wheelchair must arrange for someone other than the driver to assist him if he has to go up or down several steps to reach the vehicle or the residence, or if he is unable to move from the wheelchair to the seat of the vehicle. He cannot request the driver's assistance.

1.7.4. Luggage and shopping bags

Luggage and shopping bags are allowed only if they do not require driver assistance or additional space in the vehicle. Loose items are not allowed onboard. The driver may refuse transportation if the client has luggage that he is unable to carry.

1.7.5. Tobacco, vaping and food

It is prohibited to eat, drink, vape or smoke aboard vehicles.

1.7.6. Payment

The client must pay the exact fare upon boarding, in cash or by prepaid card. Payment is made directly to the driver. The driver does not give change. In case of non-payment, the driver can refuse transportation; the trip is then considered an empty run (see 1.8, *Empty run*).

1.7.7. Inappropriate behaviour

- It is prohibited to make noise, to swear or to use insulting or obscene language both in speech or in song;
- It is prohibited to commit immoral or indecent acts, to yell, to be under the influence of alcohol or illegal drugs or to disturb the other travellers in any way;
- Clients are prohibited from arguing with the driver, no matter the reason. Complaints must be addressed to Transport MRC de Memphrémagog at 819 843-3350.

Depending on the severity and recurrence of the inappropriate behaviour, the sanction can range from a temporary suspension of a week or more, to a permanent suspension in certain cases. Transport MRC de Memphrémagog will work with the different parties to find solutions to a problem caused by disruptive, inappropriate behaviour.

1.7.8. Pets

Pets are not allowed.

1.8. Failure to observe the regulations

Failure to observe Transport MRC de Memphrémagog regulations can lead to immediate suspension or supplemental fees (e.g., waiting for a user, user refusing to get out of the vehicle).

1.9. Empty Run

1.9.1. Description of an empty run

A trip is considered an empty run when a route is travelled unnecessarily to pick up a client.

A client will be imputed an empty run:

- for refusing to get aboard;
- when omitting to cancel, and therefore not presenting himself at the place and time for which the reservation had been made;
- when the residence is not accessible;
- when the client is not ready at the time of pick-up;
- when the wheelchair is not compliant: size, no pelvic seatbelt, no points of anchor;
- for failing to remit the fare.

All other trips reserved by the paratransit user for that day are AUTOMATICALLY cancelled, unless agreed otherwise.

1.9.2. Penalty for an empty run

For trips in Magog

	Cost in 2022 ($)	Cost from March 2023 ($)
1st offense	**5,00 $**	**10,00 $**
2nd offense until the 7th	**15,00 $**	**20,00 $**

For trips outside (other municipalities) or from outside to Magog

	Cost in 2022 ($)	Cost from March 2023 ($)
1st offense	**5,00 $**	**15,00 $**
2nd offense until the 7th	**15,00 $**	**25,00 $**

Empty run fee is payable to the driver on the next pick-up, regardless of whether the user holds a monthly pass or not. Otherwise, transportation will be refused and all future trips will be suspended until the amount due has been remitted.

Moreover, when a user has accumulated seven (7) empty runs within a 12-month period, his or her transportation service will be revoked for a period of one (1) month. The service will resume once the penalties have been paid. Empty run expenses subject to change without notice.

A client who exceeds the above limits may see his right for transportation revoked.

1.10. Fares

Starting March 1st, 2024, for all MRC territories
$5.00 / trip
$45.00 for a 10 trip prepaid pass or $180.00 for a 40 trip

N.B. Any lost or stolen cards will mot de refunded or replaced by the MRC.

Trips to Sherbrooke
$ 30.00 / trip (back and forth)

1.11. Complaints and requests management

Transport MRC de Memphrémagog is constantly seeking to improve its services. To this end, all complaints and requests are considered as an opportunity to review work methods and personnel training and supervision.

1.11.1. Handling of complaints and requests

Complaints and requests must be filed, in writing or verbally, to Transport MRC de Memphrémagog. A complaint is filed when the client feels that there are reasonable grounds to believe that the action giving rise to the complaint contravenes current Policy regulations. If the complaint is found to be valid, a Transportation services member will communicate with the client to inform him of the steps that have been taken to correct the situation.

Transport MRC de Memphrémagog has 45 days to process the complaint.

If the client does not agree with the way in which his complaint has been handled or if the processing delay has not been respected, he may then appeal to the MRC Director, and then to the MRC's Council of Mayors. These steps must be observed in a progressive manner. The complaint is treated confidentially at all levels.

Complaints Management

Transport MRC de Memphrémagog
Telephone: 819 843-9292, ext. 224
Address: 455 MacDonald, # 200
Magog (Québec) J1X 1M2
Email: transport@mrcmemphremagog.com

TRANSPORT MRC
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