

User  
guide



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This guide is a reference tool. It contains the information you need to take full advantage of our paratransit services.

## Our contact information

1-800-717-9737 or 819-774-0486



Press **0** to:

- Make a travel request
- Check travel times
- Report a delay
- Cancel travel
- Report a change of address or modify your admission file
- Get information about our services and the eligibility process
- Submit a comment, make a request or a complaint

**Management office:** extension 222

**Dispatch:** extension 223 and 224

**Assistant General Manager:** extension 226

**Emergency:** press **8**

**Website:** [www.transportlaurentides.ca/transport-adapte](http://www.transportlaurentides.ca/transport-adapte) **Email:** [info@transportlaurentides.ca](mailto:info@transportlaurentides.ca)

### Mailing address:

16 Rue St-Paul Est, Suite 102  
Sainte-Agathe-des-Monts, J8C 3R2

**Fax:** 819-774-0473



### Office hours:

Monday to Thursday: from 8:00 a.m. to noon and from 1:00 to 4:00 p.m.

 [www.facebook.com/transportlaurentides.ca](https://www.facebook.com/transportlaurentides.ca)



## Services provided

Paratransit service is a door-to-door service for handicapped people which operates by appointment only.

This service can only be used by those individuals who have been admitted based on the criteria of [Québec's Paratransit Eligibility Policy](#) and, when necessary, a person escorting them.

The choice of mode of transport (bus, regular taxi, adapted taxi) is a decision made by the paratransit service. This choice takes into account the user's limitations and the resources available. Although our budget is limited, we do everything we can to provide the best possible service while answering the greatest number of requests. Travel is shared, based directly on our mission.

**Transport adapté et collectif des Laurentides's mission is to provide residents with public, safe, professional, and accessible transit allowing transport across a vast area.**

## Area served

See the map of the area on page 9.

**Each zone has its own fare (see fare table on page 8)**

## Travel outside the area

Travel outside the area is possible only for the hospitals in Saint-Jérôme and Mont-Laurier.



## Payment

You must pay the full fare for your day's trip (both ways, if applicable) when you first embark, in cash or by using the tickets issued for this purpose, otherwise you may be refused transport. Tips are not accepted.

To learn where you can buy tickets, visit our website or contact our client service department.

## Receipts

You will find a receipt at the bottom of a sheet of trip tickets when you buy them. When paying cash for a trip, the driver can issue a receipt upon request.

## Make a travel request

Telephone: **1-800-717-9737** or **819-774-0486**, press **0**.

## Reservation schedule and statutory holidays

**No same-day reservations are possible.**

**You must reserve in advance.**

### For travel on:

- **Tuesday, Wednesday, Thursday or Friday:**  
call before noon on the day before at the latest.
- **Saturday, Sunday or Monday:**  
call before 9:00 a.m. Friday at the latest.



## Statutory holidays

- **When Monday is a statutory holiday:**  
call before 9:00 a.m. Friday at the latest for any trips on Saturday through Tuesday.
- **When Friday is a statutory holiday:**  
call before 9:00 a.m. Thursday at the latest for any trips on Friday through Monday.

The reservation desk is closed on statutory holidays, but transport continues as usual.

If your activities don't take place on holidays, it is important to cancel your trips, otherwise the carrier will travel to your home unnecessarily, in which case a \$20 penalty will apply.

## The reservation desk is closed on the following holidays:

- Good Friday
- Easter Monday
- Victoria Day (Journée nationale des patriotes)
- Fête nationale du Québec
- Canada Day
- Labour Day
- Thanksgiving
- Holiday-season break (contact us for exact dates)

Outside of reservation desk hours, you can leave a voicemail message. Include your name, telephone number and the reason for your call. **In case of emergency, press 8.**



## Information to provide

When making a reservation, you must provide the following information:

- Your full name
- Travel date
- **Complete and accurate addresses of departure and arrival locations, specifying the entry door to be used if not the main entrance**
- For the outbound trip, specify the time of your appointment or the time you must arrive at your destination
- For the return trip, state the time that you wish to leave
- If you will be escorted while travelling
- The mobility aids that you use when you travel (wheelchair, four-wheeler, walker, rollator, guide dog, etc.)

## Changing your departure time

Because paratransit is shared transport, the agreed departure time may be advanced or delayed. If your departure time is changed by more than fifteen minutes, we will let you know the day before, between 1:00 and 4:00 p.m. It is therefore important to have a phone number where you can be reached (or voicemail) during this timeframe.

If your schedule is changed, it is your responsibility to inform any person escorting you or intervener involved about the change.

## Call for your return trip

When you have a medical appointment and it is impossible to establish the return time in advance, we plan for a return trip on call. This means that you must call the reservation desk when you are ready to return so that a carrier is assigned to you. Based on demand, the waiting period can be as much as 60 minutes.

**If your return must be made outside the reservation desk's hours (between noon and 1:00 p.m. or after 4:00 p.m.), press 8.**

# Fares

## Fare table

Paratransit fares are set as a function of the distance travelled.

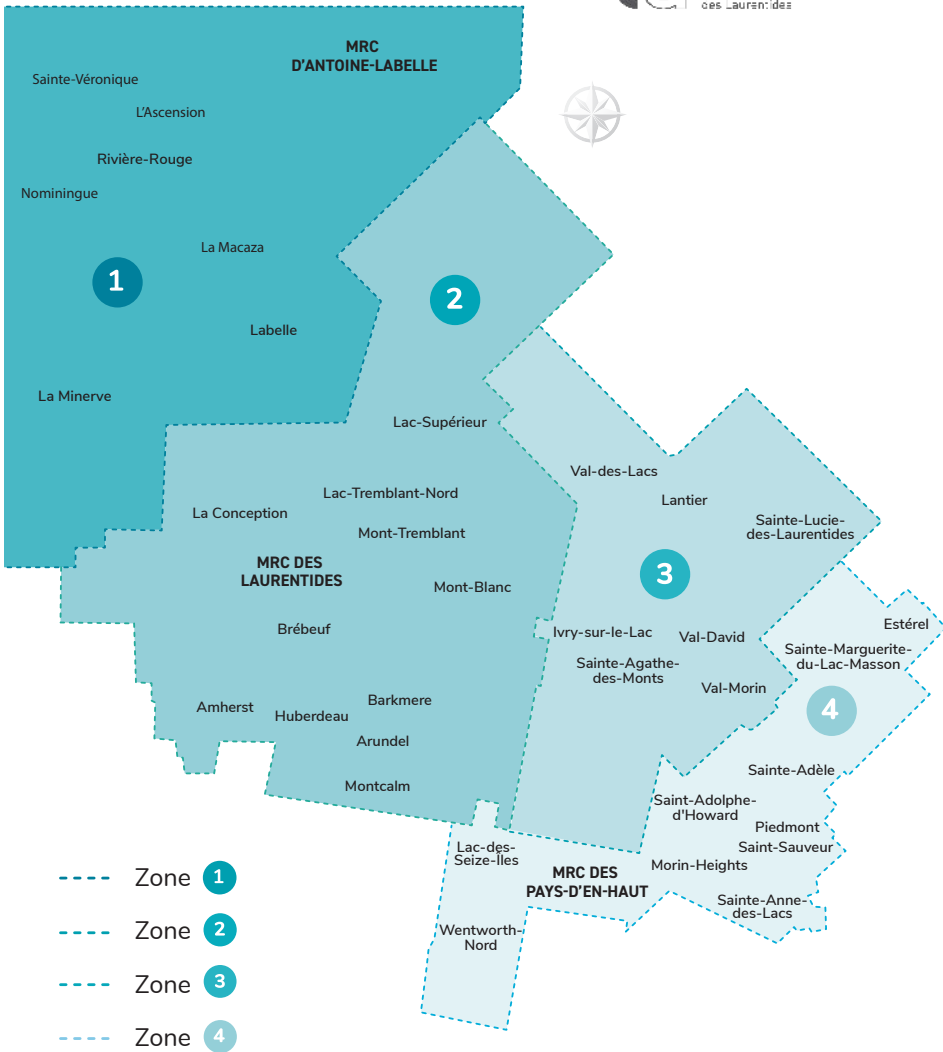
Municipalities by zone				Zones		Fares	Number of tickets required
				DÉPART	ARRIVÉE	TITRES	
ZONE 1	Labelle	L'Ascension		1	1	\$4.50	1
	La Macaza	Nomingue		1	2	\$9.00	2
	La Minerve	Ville de Rivière-Rouge		1	H Mont-Laurier*	\$9.00	2
ZONE 2	Amherst	Arundel	Barkmere	2	1	\$9.00	2
	Brébeuf	Huberdeau	La Conception	2	2	\$4.50	1
	Lac-Supérieur	Montcalm	Mont-Blanc	2	3	\$9.00	2
	Mont-Tremblant	Lac-Tremblant-Nord		2	H Saint-Jérôme*	\$18.00	4
ZONE 3	Ivry-sur-le-Lac	Val-des-Lacs		3	2	\$9.00	2
	Lantier	Val-Morin		3	3	\$4.50	1
	Sainte-Agathe-des-Monts	Val-David		3	4	\$9.00	2
	Sainte-Lucie-des-Laurentides			3	H Saint-Jérôme*	\$13.50	3
ZONE 4	Estérel	Wentworth-Nord		4	3	\$9.00	2
	Lac-des-Seize-Îles	Saint-Sauveur		4	4	\$4.50	1
	Morin-Heights	Sainte-Adèle		4	H Saint-Jérôme*	\$9.00	2
	Piedmont	Ste-Anne-des-Lacs					
	St-Adolphe-d'Howard	Sainte-Marguerite					



Prices current as of January 1, 2023.  
 Fare table may change over time.  
 Please refer to the website for current information.  
 \* For medical reasons only (out of zone)



# Map of service area



Each zone has its own fare.  
 See fare grid on page 8.

**Out of zone, for medical reasons only:**

Hôpital Saint-Jérôme  
 Hôpital Mont-Laurier



## Cancellations, absences

If you have to cancel a trip, you must call the reservation desk at least one hour before the planned departure.

For trips between 8:00 a.m. and 4:00 p.m., please call the reservation desk. For trips before 8:00 a.m. or after 4:00 p.m., **press 8**.

**If you do not cancel your trip within this deadline, you will be charged a penalty on your next trip.**

## Penalties

To avoid delays and to be able to provide quality service, everyone's cooperation is required. A \$20 penalty may apply in the following situations:

- You are not ready when your driver arrives.
- You have not cancelled your trip within the prescribed deadline.
- Snow or ice has not been adequately cleared at the access to your home.
- Nobody is there to receive a user whose file included mention of a required escort or upon arrival at the destination.

When you are assessed a penalty, you will be advised by telephone and an invoice will be sent to your home address.



# Escort

If you wish to have somebody escort you when you travel, you must:

- inform us of that person's presence when you make your reservation.
- specify the mobility aids required (wheelchair, four-wheeler, rollator, cane, etc.).

Your escort must:

- Get on and off at the same places as you do.
- The escorting person must pay their fare as per the current fare table, unless your file notes that you require an escort.

The type of escort you are entitled to is indicated in your letter of eligibility.

## Types and conditions of escort

Type of escort	Payment required	Number of escorting people permitted	Guaranteed seat	Requirements
Required	No	1	Yes	<ul style="list-style-type: none"> <li>• Must be at least 14 years old</li> <li>• Able to provide assistance during the trip and at the destination</li> </ul>
Elective	Yes	1	No	—
Related to parental responsibilities	Yes	Based on the number of children	Yes	For children under 14 years of age
Temporary for the purpose of familiarization	No	1	Yes	Adult acting as instructor
For assistance at the destination	Yes	1	Yes	<ul style="list-style-type: none"> <li>• Must be at least 14 years old</li> <li>• Able to provide assistance during the trip and at the destination</li> </ul>



## Children under age 14 and parental responsibility

Your children under 14 can travel with you. If your child under 14 uses this service, you can accompany him or her. However, this right does not apply if being accompanied would allow you or your child to use the regular public transit network.

## Assistance provided by the driver

You can count on the driver's assistance to board and disembark from the vehicle and to cross the thresholds of the sites you leave and arrive at. However, the driver is not authorized to enter a home, use an elevator, escalator or staircase to help you.

A worker or someone responsible for the user must ensure that the user is in proper condition to be safely transported. For the safety of other users and of the driver, the worker or the responsible person must never force a user to board a vehicle if they refuse or show signs of aggressivity.

## Snowstorm

Paratransit may be cancelled due to bad weather. In addition, if school bus transport is cancelled due to bad weather, it might be the same for paratransit.

**To learn if your planned trip will take place or not, call us and press [5](#). A message will let you know if the service is interrupted.**

## Changes to your user's file

You must inform us of any changes that have occurred since your admission:

- Address
- Telephone number
- Medical condition



- Mobility aid (wheelchair, cane, walker, rollator, three-wheeler, four-wheeler, guide dog, service dog, etc.)
- Need for someone to escort you
- Any other change

## Moving

If you plan to move, please inform us of your new address as soon as possible. This will allow the dispatcher to review your travel based on your new address.

If you move outside of our area, send us a written request to transfer your file to the paratransit organization that serves your new home. Include your new address and telephone number.

## Rules

### Punctuality

You must be ready to leave five minutes before the scheduled time. When the driver arrives at your home, if you are not ready at the scheduled time, the driver will contact the transit service which will cancel the trip. The driver will leave, and you will be billed a \$20 penalty.

### Delay

If the driver is more than fifteen minutes late, please call the reservation desk to tell us about it. **If the reservation desk is closed, press 8.**

### Respect and safety

You have the right to respect, confidentiality, courtesy and safe transport. Likewise, you must be civic-minded, and no one must willfully interfere with the smooth operation of the service.

For the safety of our users, some of our minibuses are equipped with cameras.

## Site accessibility

At the departure point and at the destination, you must ensure that the boarding and disembarkation sites are accessible.

In winter, the boarding and disembarkation sites must always be cleared of snow and ice. If you note that access is blocked and that it will not be cleared before the vehicle arrives, you must cancel your trip as soon as possible. By cancelling at least one hour in advance, you will prevent an unnecessary trip and avoid a financial penalty.

If you travel in a wheelchair, there must be an access ramp meeting current standards. If there are stairs to climb or descend, you must use them with help from someone other than the driver.

## Resident of a multi-unit dwelling

If you live in a multi-unit building or on an upper floor, you must be in the building's vestibule or at the foot of the stairs at the scheduled time.

## Seatbelt

Wearing a seatbelt is required for all vehicle trips. If you are unable to attach your own seatbelt, the driver can assist you. If you travel in a wheelchair, the wearing of lap and chest belts is mandatory.

## Wheelchairs, three-wheelers, four-wheelers

Make sure that your mobility aids can be used in your travels. They must be of a size that allows use of our vehicles' access ramps and be fitted with appropriate anchor points to be solidly attached to the floor.

Three-wheel and four-wheel types of wheelchairs are authorized in our paratransit vehicles unless otherwise noted. You must be able to move from the seat to the bench for the trip.

### **Platform and ramp dimensions:**

- Platform dimensions on the minibuses:  
Width of 33.5 inches and depth of 44 inches.
- Platform dimensions on the minivans:  
Width of 30 inches and depth of 61 inches.

### **Important :**

- Geriatric chairs are not accepted.
- We do not transport empty chairs, to ensure maximum space for users.

### **Luggage and shopping bags**

Luggage and shopping bags are permitted provided that handling them does not require the driver's help, and as long as you carry them with you.

### **Guide dogs and service dogs**

During your trips, you can be accompanied by a guide dog or a service dog which must always be wearing a harness. You must mention its presence every time you make a reservation.

### **Pets**

You can transport a pet not exceeding 10 kg if it is in a closed cage or a carrier bag designed for this purpose. The cage or carrier bag must stay on your lap during the trip.

### **Tobacco use and food consumption**

Smoking, drinking or eating is prohibited in the vehicles.



## Personal hygiene and clothing

The comfort of users and the driver when in the vehicles is important. You must look after your hygiene, avoid odors, and wear clean clothes.

## Children shorter than 63 cm when sitting

Everyone must sit on a seat or bench. In accordance with the Highway Safety Code, a child shorter than 63 cm when sitting who is travelling in one of our vehicles, even if we use taxis, must be in a car seat appropriate for their height and weight.

### Therefore:

- When you make the reservation, you must mention that you will be accompanied by your child or children.
- It is your responsibility to provide the appropriate seat which the driver will attach in the vehicle.
- The car seat must be at the main entrance when the driver arrives.
- You must put your child in the car seat yourself. If you are physically unable to do so, you must have someone available at the departure and arrival points.

## Comments and complaints

Your comments and suggestions are important because they help us improve our services. There are several ways to send us your comments and suggestions.

### You can:

- Call our Customer Service Department at 819-774-0486 or 1-800-717-9737
- Fill out our satisfaction survey on our website at [www.transportlaurentides.ca](http://www.transportlaurentides.ca)
- Send an email to [info@transportlaurentides.ca](mailto:info@transportlaurentides.ca)



Your complaints are also important because customer satisfaction is central to our priorities at Transport adapté et collectif des Laurentides.

**To make a complaint you can:**

- Contact customer service by telephone at 819-774-0486 or at 1-800-717-9737
- Call the management office at 819-774-0486, extension 222.
- Send an email to [info@transportlaurentides.ca](mailto:info@transportlaurentides.ca)

The information contained in this guide can be changed at any time. The up-to-date version is available on our website. You can refer to it to ensure the accuracy of the information.



# Serving you is our pleasure!





[www.transportlaurentides.ca](http://www.transportlaurentides.ca)

MA MOBILITÉ, **MA LIBERTÉ!**



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