



NEWS

Last May, the MRC of Matawinie unveiled its new logo. This renewed image represented the ideal opportunity to review the various communication tools of the Transport Department that you will find attached to this bulletin. We invite you to carefully consult this bulletin in which you will find **several new features** and a wealth of information concerning paratransit service.

The Transportation Service has reached a level of ridership comparable to that before the pandemic, i.e. more than 21 000 trips will be made in 2023, with 975 users. In order to limit the spread of viruses to the population and in the transport service, we ask you to remain vigilant during your travels if you have different flu symptoms.

In order to offer you better customer service, we remind you that you must always contact us directly at the following numbers:

450 386-1160 / 1 877 305-1160

VISIT FRIENDS AND FAMILY THIS HOLIDAY SEASON

Once again this year, the Matawinie MRC is offering paratransit customers the chance to travel anywhere in the Lanaudière region, **for a one-month period from December 15, 2023 to January 15, 2024 inclusive**. Reservations for these dates must be made in accordance with the MRC Transport Department's usual reservation procedure.

After receipt of travel requests, they will be analyzed and carried out according to vehicle availability. The service reserves the right to refuse trips due to lack of personnel. The fare used will be that of the Matawinie MRC's paratransit service, plus the fare of the paratransit service used.

FREE ADMISSION

Once again, this year, the MRC de Matawinie is offering paratransit customers the opportunity to travel anywhere in Lanaudière, for a period of one month, **from December 15 2023 to January 15 2024**. Reservations for these dates must be made according to the usual reservation procedure of the MRC Transport Department

NEW RATES

As of **January 1, 2024, a new fee schedule will be in effect**. You can consult it now, as it is included in this mailing. We remind you that you must **pay your right of way with the exact amount**. There will be no refunds from the carrier.

REMINDER

SNOW STORMS

If the Samares School Service Center is closed, all travel will be cancelled except for medical care and work, unless otherwise notified.

ACCESS TO PREMISES

At all times, **it is your responsibility to keep access to your home cleared and icefree** (entrance, sidewalk, stairs, access ramp etc.). You must also ensure that access to the place where you are going will be clear. If you notice that access is blocked, you must cancel your trip as soon as possible, otherwise your transport will be cancelled and considered a cancellation at the door.

CALL RECORDING

In order to maintain the quality of the service offered, we would like to remind you that all calls made during opening hours are recorded.

DEPARTURE TIME

You must always be ready 15 minutes before the requested time of your reservation. If we have to advance or delay your departure by more than 16 minutes, we will call you the day before to let you know.

NEW - IN THE EVENT OF CANCELLATION

Over the past year, the Transportation Service has experienced a nearly 30% increase in late cancellations or no-shows during same-day pickup, leading to an increase in unsubsidized expenses.

We remind you that you must cancel as quickly as possible any trip that you do not plan to use. The following penalties could be applied to the next trip or billed at the end of the month.

\$10

If you cancel with less than 2 hours' notice

\$25

Cancellation at the door

Office closure dates for 2024

CONGÉS FÉRIÉS

March 29th	Good Friday
April 1st	Easter Monday
May 20th	Patriot/Queen Day
June 24th	Québec National Holiday
July 1st	Canada Day
September 2nd	Labour Day
October 14th	Thanksgiving Day

CONSTRUCTION HOLIDAY

July 20 to August 4, 2024

A NEW SERVICE TO SAINTE-JULIENNE

In order to meet a need of users in the municipalities of Rawdon, Chertsey and Entrelacs, it will be possible for you (as of January 1st 2024) to travel to the municipality of Sainte-Julienne.

NEW - CLOSED FROM DECEMBER 23, 2023 TO JANUARY 7, 2024 INCLUSIVELY

Reserve BEFORE 10 a.m. DECEMBER 15, 2023,
your travel requests for the period between
december 22, 2023 to january 8, 2024

RESERVATIONS

To make a travel request, you must contact the *Reservation Center at **450-386-1160** during the following hours: Monday to Thursday from 8 a.m. to 4:30 p.m. and Friday from 8 a.m. to noon. Outside of these hours, you can only call to report a delay, cancel a trip or for a return call; no reservations will be accepted. Do not forget to have your addresses in hand when you call.

As of January 12, 2024, the Reservation Center will close at noon on Fridays

The following table presents the maximum time to make your travel reservations:

For all trips from TUESDAY to FRIDAY

No later than 2 p.m. the day before

For all trips for SATURDAY, SUNDAY and MONDAY

No later than Friday before 10 a.m.

ONLINE RESERVATION

You can also make your reservations online by visiting our website at **www.mrcmatawinie.org** under the **transport/paratransit/online-reservation** section. Requests will be processed during the opening hours mentioned above and must respect the stipulated deadlines



Transport MRC de
Matawinie

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