



## ACCOMPANIMENT

Types of accompaniment permitted:

### Mandatory

Accompaniment is mandatory:

- if the user is required to be accompanied
- for children under the age of 6

An accompanying person:

- has a guaranteed place in the vehicle
- can travel free of charge

### At the destination

If the user requires assistance at the destination, the accompanying person:

- has a guaranteed place in the vehicle
- pays the same fare as the user

### Parents and children

- A person with a disability can travel with a child 14 years of age or under.
- A person with a disability who is 14 years of age or under can travel with a parent.
- Children over 5 years of age pay the same fare as the user.
- In these instances, an additional place is guaranteed in the vehicle.

### Optional

Accompaniment without a special reason:

- This is only permitted if there is space in the vehicle.
- The accompanying person must pay the same fare as the user.

## TERRITORY

The MRC de Matawinie offers local transport for all purposes within fifteen (15) municipalities on its territory:

- Chertsey
- Entrelacs
- Notre-Dame-de-la-Merci
- Rawdon
- Saint-Alphonse-Rodriguez
- Sainte-Béatrix
- Saint-Côme
- Saint-Damien
- Saint-Donat
- Sainte-Émélie-de-l'Énergie
- Saint-Félix-de-Valois
- Saint-Jean-de-Matha
- Sainte-Marcelline-de-Kildare
- Saint-Michel-des-Saints
- Saint-Zénon



## TRAVEL OUTSIDE THE TERRITORY

The paratransit service offers adapted transport outside the territory according to the following descriptions:

DESTINATION	DESCRIPTION	
JOLIETTE	• 4 round trips a day per route	
<ul style="list-style-type: none"> <li>• SAINT-AMBROISE-DE-KILDARE</li> <li>• NOTRE-DAME-DE-LOURDES</li> <li>• SAINTE-MÉLANIE</li> </ul>	• Paired with transportation to Joliette	
SAINT-GABRIEL	• 2 round trips a day	• For users from Saint-Damien, Saint-Félix-de-Valois and Saint-Jean-de-Matha
<ul style="list-style-type: none"> <li>• SAINT-JÉRÔME</li> <li>• SAINTE-AGATHE-DES-MONTS</li> </ul>	• 2 round trips a day	<ul style="list-style-type: none"> <li>• For users from Saint-Donat, Entrelacs and Notre-Dame-de-la-Merci</li> <li>• For specialized services not available on the territory of the MRC de Matawinie, such as medical specialists, hospitals, Le Bouclier and the Centre de formation (training centre)</li> </ul>
REPENTIGNY	<ul style="list-style-type: none"> <li>• For users in Chertsey, Rawdon, Saint-Alphonse-Rodriguez, Saint-Côme, Saint-Damien, Sainte-Béatrix, Sainte-Émélie-de-l'Énergie, Sainte-Marcelline-de-Kildare, Saint-Félix-de-Valois, Saint-Jean-de-Matha, Saint-Michel-des-Saints and Saint-Zénon</li> <li>• For specialized services not available on the territory of the MRC de Matawinie, such as Le Bouclier rehabilitation centre</li> </ul>	



## SERVICE SCHEDULE

- > 7 days a week
- > 365 days a year
- > From 7 a.m. to 11 p.m.

## PARATRANSIT SERVICE

## USER GUIDE



**Come on board!**



## MRC DE MATAWINIE PARATRANSIT SERVICE

3184, 1<sup>re</sup> Avenue, Rawdon (Québec) J0K 1S0  
 450 834-5441, ext. 7065 | 1 800 264-5441, ext. 7065  
[www.mrcmatawinie.org](http://www.mrcmatawinie.org)



Effective January 1, 2020

## HOW TO RESERVE TRANSPORT?



To reserve your transport, it is important to contact the Reservation Centre the day before you plan to travel, at 450-834-5441, ext. 7065 or 1-800-264-5441, ext. 7065, **from Monday to Friday, 8 a.m. to 4:30 p.m.**

### The deadlines for making your transport requests and changes are:

#### For transport from TUESDAY to FRIDAY

Requests must be made the day before, no later than 2 p.m.

#### For transport on SATURDAY, SUNDAY and MONDAY

Requests must be made the Friday before, no later than 12 p.m.

Outside of these hours, only calls to report a delay, to cancel transport or to return a call will be handled. No reservations will be accepted.

Note that the guidelines for reservations may differ on statutory holidays. We recommend that you contact the Reservation Centre for information so that you can properly plan your transport.

### Information required to make a reservation:

- User's name and file number
- Date of transport
- Desired time of transport
- Appointment time
- Starting point address
- Destination address
- Presence of an accompanying person
- Mobility aid using during transport (e.g., cane, walker, wheelchair, etc.)

## THE USER'S RESPONSABILITIES

- Have your admission card on hand for identification.
- Be ready 15 minutes before the scheduled time (the driver may arrive 15 minutes before or after the scheduled transport time).
- Make cancellations 2 hours ahead of time.
- Do not smoke or vape in the vehicle.
- Do not eat in the vehicle.
- Be respectful.
- Wear your seatbelt.
- Wheelchairs must be equipped with anchors.
- Baggage must not exceed what you are able to keep with you, and must not require assistance from the driver. You must specify the type and volume of baggage you will be transporting when you reserve your transport.
- The driver is not authorized to take elevators or escalators, nor to help the user get dressed or get ready.
- If you are travelling with a companion animal, you must keep the animal in a closed cage at all times and mention it when making your reservation.
- A guide dog or a service dog is permitted in the vehicle, but does not replace an accompanying person.
- It is your responsibility, at all times, to keep access to your residence shovelled and de-iced (entrance, sidewalk, stairs, access ramp, etc.), otherwise your transport will be cancelled and considered a cancellation at the door.



## THE USER'S RIGHTS

- ✓ Safe transport.
- ✓ We will contact you if your transport vehicle is going to be more than 15 minutes late. We can find out where the driver is and explain the delay to you.
- ✓ The driver is obligated to wait for you for 5 minutes.
- ✓ Be treated with respect, confidentiality and courtesy.
- ✓ Receive the assistance required for the duration of the transport.
- ✓ Receive assistance getting in and out of the vehicle.
- ✓ Door-to-door service from your pick-up point to your destination, provided that the doors are accessible and stairs do not exceed three (3) steps.
- ✓ At your destination, the driver must attend to you if necessary. The driver cannot leave without ensuring that you have safely entered the building at your destination.
- ✓ We will contact you the day before, between 2:30 p.m. and 4:30 p.m., if your pick-up time will be 15 minutes earlier or later than scheduled.



## YOU CAN RESERVE 2 TYPES OF TRANSPORT

### Regular reservations:

Repeated transport is entered into a computerized system and then repeats automatically. However, you must notify us in case of cancellation. Please note that regular reservations are automatically cancelled on statutory holidays.

### Occasional reservations:

Occasional transport for one-time purposes (groceries, outings, appointments etc.).

### BAD WEATHER



During snowstorms or freezing rain, the Commission scolaire des Samares is closed: all transport services are cancelled with the exception of transport for medical care and work.

### CANCELLATIONS

Call at least 2 hours ahead of time.

For cancellation at the door, a \$10 penalty will be charged the next time you use our transport service.

### COMPLAINTS AND COMMENTS

To make a complaint or comment, please contact:

- Direction du transport de la MRC de Matawinie at 450-834-5441 or 1-800-264-5441, ext. 7061;
- Regroupement des Usagers du Transport Adapté de Lanaudière at 450-755-2221