

# User's Guide

## Paratransit



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## GENERAL INFORMATION

### *THE TERRITORY SERVED*

The territory served corresponds to the city of Gatineau

### *BOOKING HOURS AND PROCEDURES*

Mondays to Fridays from 6 a.m. to 9 p.m.

Saturdays, Sundays and holidays from 7:30 a.m. to 9 p.m.

You can book as early as two weeks ahead of time or until noon the day before you need the service, except for Mondays, when the deadline is the previous Saturday at noon.

By phone: 819-773-2222, option 1

By Bell Relay: 1-800-855-0511

(for people using a telecommunications device (TDD) or a teletypewriter (TTY)),

Online: [www.sto.ca](http://www.sto.ca)

And provide:

- Your last and first names;
- Your customer number;
- The date you need the service;
- The exact departure and destination addresses (i.e. civic number and street name);
- The times when you would like to arrive at your destination and return;
- Whether you are using a wheelchair, scooter or other mobility aid; and
- Whether a helper will be accompanying you.

For additional information, please go to section 8.

## *HOURS OF SERVICE*

Depending on demand, from 6:15 a.m. to 00:30 a.m. (THIRTY MINUTES PAST MIDNIGHT), 7 days a week. For additional information, please go to section 9.

## *FARES/PASSES/TICKETS*

The fares for paratransit are the same as for the regular public transit service (see [fares](#)).

## *WHERE TO GET PASSES AND TICKETS*

Passes and tickets are sold at our points of sale. To find the one nearest you, go to [www.sto.ca](http://www.sto.ca) or call customer service at 819-770-3242.

## *WAIT TIME*

Users must be ready to board the vehicle at the time confirmed upon booking. The vehicle will arrive within 15 minutes of that confirmed time. It will be considered to be late by the 16<sup>th</sup> minute.

The driver will wait up to 5 minutes after arriving, and will then depart subject to authorization from the STO dispatcher.

## *FEEDBACK*

Any feedback regarding the paratransit service must be submitted through STO Customer Service by calling 819-770-3242 or writing to:

**Customer Service**  
Société de transport de l'Outaouais  
111 rue Jean-Proulx  
Gatineau QC J8Z 1T4

or

Email: [commentaires@sto.ca](mailto:commentaires@sto.ca)

## 1. ABOUT THE SERVICE

The paratransit service is an accessible door to accessible door public transit service for persons with disabilities who meet the criteria set out in the Quebec government's Paratransit Eligibility Policy.

Public transit means a public transportation service that meets customers' general transportation needs. Frequency and punctuality have to be balanced to ensure the most efficient and economical service possible that will transport the greatest number of people within an established budget.

STO is constantly striving to meet the greatest possible number of requests for service within its limited budgets. Constraints due to the number of people who can share a vehicle and/or low density sectors may prevent us from satisfying certain requests.

## 2. ELIGIBILITY

In order to be eligible for the STO's paratransit service, a person must:

1. Be a permanent resident of the city of Gatineau;
2. Have a disability as defined in the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration* and have limited mobility, capacity or autonomy making him or her unable to use the regular public transit service;
3. Fill out the STO application forms available at STO service points or online; and
4. Be approved by the Eligibility Committee, which meets monthly, and comprises representatives of STO, persons with disabilities and the

Agence de santé et services sociaux de l'Outaouais, in accordance with the Quebec government's Paratransit Eligibility Policy.

### 3. THE ELIGIBILITY COMMITTEE

The Eligibility Committee meets once a month to review new applications and to review expired permits. The Committee's decision must be unanimous, and is conveyed to the applicant in writing within 45 business days.

The Committee may revisit an application if it receives new information from the applicant. If an applicant disagrees with the Committee's decision, he or she can submit a written request to the Bureau de révision of Quebec's ministère des Transports to have the decision reviewed:

**Ministère des Transports du Québec**

Bureau de révision

Service des politiques en transport et des programmes en transport public

700 boul. René Lévesque Est, 24<sup>th</sup> Floor

Québec QC G1R 5H1

### ELIGIBILITY TYPES

*PERMANENT ELIGIBILITY* (unlimited duration)

This is generally granted when there is no prospect of the applicant ever being able to use the regular public transit service for any trip, even after training and familiarization with the system.

*TEMPORARY ELIGIBILITY* (from 6 to 18 months)

This is generally granted when the Eligibility Committee cannot grant permanent eligibility because it is waiting for the results of a rehabilitation or mobility/orientation program or training in the use of public transit. Upon expiration of the temporary eligibility, the Eligibility Committee reviews the file based on the assessment of the user's abilities, and then grants permanent, temporary, seasonal or partial eligibility, or denies eligibility

*SEASONAL ELIGIBILITY* (from December 1 to April 30 of the following year)

This eligibility entitles a person to use paratransit only in the winter because their limitations at other times of the year do not justify the use of paratransit.

*PARTIAL ELIGIBILITY*

This eligibility is granted when a person is unable to use regular public transit in certain situations.

## HELPERS

In its review of the eligibility application, the Committee will determine whether the user is entitled to a helper when using the paratransit service.

Helpers must be six years of age or older. They must board and disembark along with the user they are helping.

Helpers may not use any form of mobility assistance.

*MANDATORY HELPER*

A mandatory helper is granted if the user requires medical assistance during the trip or has behavioural issues. Mandatory helpers must be 14 years of age or older and able to help the user. These helpers travel for free.

A user who is a child under six years of age must at all times be accompanied by a person who is 14 years of age or older. The child travels for free, but the helper must pay full fare.

*OPTIONAL HELPER*

The Eligibility Committee entitles all users with a motor or organic disability to an optional helper. However, STO will only allow the helper if there is room in the vehicle. An optional helper must pay full fare.

### *UNAUTHORIZED HELPER*

Helpers are not authorized if the Eligibility Committee deems that a helper would keep the user from taking regular public transit.

Also, helpers are not authorized if the user relies on a three- or four-wheel scooter to get around.

### *PARENTAL HELPER*

Eligible paratransit users can take their children under 14 years of age in the vehicle with them in recognition of their parental responsibilities.

### *SPECIAL ARRANGEMENTS*

When the user is boarding, the driver is not allowed to let the helper on board if the latter is not on the driver's list. Even if there is room in the vehicle at the time, the driver must obtain authorization from the dispatcher.

Users must indicate that they will be accompanied by a helper when they book their trip.

## 6. REASONS FOR THE TRIP

1. Within the territory served by STO (see section 2), the service covers all reasons other than transportation to and from school and between institutions (see section 7).
2. In Ontario, only the following reasons are covered:
  - 2.1. When related to work or post-secondary studies, when the courses are not available within Quebec, users can book trips from home to any point within approximately eight (8) kilometres from Parliament Hill.
  - 2.2. When related to health care (occupational therapy, physiotherapy and medical appointments), users can book trips to the following locations only:
    - 2.2.1. Ottawa Hospital (General, Civic and Riverside campuses)
    - 2.2.2. Children's Hospital of Eastern Ontario
    - 2.2.3. Montfort Hospital
3. When related to cultural, recreational or social activities, users can book trips to the following sectors only in Ontario:

Eastern boundary	King Edward Street, inclusive
Southern boundary	Queensway
Western boundary	Booth Street, inclusive
Northern boundary	Ottawa River

### 4. VIA Rail Station and Ottawa Airport

Users may book a ride to take the train or plane or upon their return, between 6:15 a.m. and 00:30 a.m., but cannot use the paratransit service to drop off or pick up someone else at those locations. The time of the ride will depend on the availability of vehicles.

## 7. TRIPS OUTSIDE STO'S MANDATE

### *SCHOOL TRANSPORTATION*

Trips between the user's home and primary or secondary school are deemed school transportation unless they are for an activity organized by Ville de Gatineau or some other non-educational institution. Also, trips that are part of a school-related workplace internship exercise, a school activity or an extracurricular activity are covered by the school board or the school.

### *INTERINSTITUTIONAL TRANSPORTATION*

Interinstitutional transportation generally means trips between a long-term care facility (CHSLD), a hospital centre (CH) or a local social service centre (CLSC) within the territory. Those trips, as well as trips that are part of a group recreational activity related to an institution are the responsibility of the concerned establishments.

## 8. HOURS AND BOOKING PROCEDURES

In order to allow for optimal scheduling and use of vehicles, you should book your trips by calling during the following times:

Mondays to Fridays from 6 a.m. to 9 p.m.

Saturdays, Sundays and holidays from 7:30 a.m. to 9 p.m.

You can book as early as two weeks ahead of time or until noon the day before you need the service, except for Mondays, when the deadline is the previous Saturday at noon.

By phone: 819-773-2222, option 1

By Bell Relay: 1-800-855-0511 (for people using a telecommunications device (TDD) or a teletypewriter (TTY)),

Online: [www.sto.ca](http://www.sto.ca)

And provide:

- Your last and first names;
- Your customer number;
- The date you need the service;
- The exact departure and destination addresses (i.e. civic number and

- street name);
- The times when you would like to arrive at your destination and return;
- Whether you are using a wheelchair, scooter or other mobility aid; and
- Whether a helper will be accompanying you.

#### *TYPES OF BOOKINGS:*

##### Regular trips

These are trips that the user does regularly, that is to say at least once a week, at a set time, with the same departure point and destination, for at least five weeks.

Once STO has confirmed the times for the regular trips, users no longer need to call to book them, only to cancel or change them. When a change is involved, the user must make the request no later than noon the day before their regular booking. (See General information).

On holidays, the booking is automatically cancelled unless the user requests otherwise. (See section 10).

##### Occasional trips

These are trips that users book from time to time, which they must call or go online to book each time. Users can book as early as two weeks ahead of time or until noon the day before they need the service, except for Mondays, when the deadline is the previous Saturday at noon.

##### Last-minute bookings

Given that this is a public transit services, it is difficult for STO to schedule trips at the last minute. However, in case of an emergency, it is recommended that users call STO starting at 6 a.m. the morning of. Users will have to settle for available times, if any.

### *CHANGE IN TIME OF TRIP*

The time slot requested by a user and the time assigned by dispatch may vary. If it is not possible to schedule a trip when the booking is made, the dispatcher will call users the day before to confirm their time slot.

Users can change their booking up until noon the day before their trip was scheduled, except for Mondays, when the deadline is the previous Saturday at noon.

### *BOOKING CANCELLATIONS*

Users must notify STO (not the driver) as soon as possible when they need to cancel, by calling 819-773-2222. This will give another occasional user the chance to use the service.

The paratransit service offices are open from 6 a.m. to 9 p.m. Mondays to Fridays, and from 7:30 a.m. to 9 p.m. on Saturdays, Sundays and holidays. If you have to cancel outside of business hours on the day of your booking, call 819-773-2222.

### *RETURN TRIP SERVICE / CONTINUATION*

Drivers cannot wait while a user, for example, goes to the bank, the pharmacy or the convenience store. Users must plan at least 30 minutes between their arrival at their destination and their return trip. During the trip, if a user notices that they left behind a personal item after they board, the driver will not be able to turn around.

## 9. SERVICE FEATURES

### *HOURS OF SERVICE*

Depending on demand, the paratransit service runs from 6:15 a.m. (the time of the first boarding) to 0:30 a.m. (30 minutes after midnight) seven days a week. Unfortunately, even if you are an approved user, STO cannot guarantee that you will be able to book a trip for the time you want.

### *WAIT TIME*

**You must be ready to board at your confirmed trip time.**

The vehicle will arrive within the next 15 minutes. After that, it will be deemed to be late.

For example, if your trip has been confirmed for 8 a.m., you must be ready to board by 8 a.m. and to possibly wait until 8:15 a.m. As of 8:16 a.m., the vehicle will be deemed to be late.

Punctuality on the part of users is essential to ensuring that the service runs efficiently.

If the driver arrives at the appointed time, and the user is not there, the driver will announce his or her arrival and try to contact the user. If unsuccessful, the driver will leave five minutes after announcing the arrival.

Users who live in an apartment building or a residential facility must wait at the building entrance (main door).

If the user does not show up and has not already contacted dispatch, the return trip will automatically be cancelled.

### *TRIP DURATION*

On average, a trip should take no longer than by regular bus (including transfers, wait times and walking to the stop). Loading times are not counted when calculating the trip duration.

### *ACCESSIBLE DOOR TO ACCESSIBLE DOOR SERVICE*

Paratransit is an accessible door to accessible door service. As a result, the main entrance of a residence and the access road must at all times be kept free of obstacles and maintained in a state appropriate for paratransit vehicles and persons with reduced mobility or wheelchair users.

In the winter, if snow or ice accumulation at the entrance are deemed a risk by the driver, the pick-up may be cancelled. However, the driver must always notify dispatch, which will then notify the user of the situation.

If you use a wheelchair and there is no access ramp at the departure and/or destination point and there is at least one step between the pavement and the main entrance, the driver will not be able to help you. You will have to manage on your own or get someone other than the driver to help you. The access ramp must be considered safe. If it is not up to code, the pick-up will be cancelled.

#### Three-step rule:

If you are able to walk and access to the building is more than three consecutive steps, you must climb them on your own or get someone other than the driver to help you.

The driver will help you board and disembark at the most accessible entrance to the building.

## *WHEELCHAIR / THREE- OR FOUR-WHEEL SCOOTER*

Wheelchairs must have four attachment points unless otherwise indicated by the manufacturer.

Three- or four-wheel scooter users must be able to transfer to the vehicle's seat on their own (a distance of 1 to 2 metres).

Please note that STO taxis or minibuses can accommodate these types of chairs and scooters as long as they are no wider than 30 inches (76 cm), no longer than 52 inches (132 cm) and no higher than 54 inches (137 cm), including the basket and other accessories. Anything larger than that significantly limits a user's chances of obtaining transportation.

It is recommended that users have anti-tip wheels on their wheelchair.

## *CHILD SEATS*

According to the standards prescribed by the *Highway Safety Code*, when travelling in a road vehicle, until they reach a sitting height of 63 cm, children need to use a seat adapted to their size and weight.

It is up to the parent to provide the seat and to install it in the vehicle.

If the parent is physically unable to perform the tasks related to the child's transportation, they must be accompanied or ensure that someone other than the driver is present to help them when boarding and disembarking. A parent may not travel with a child seated on their lap.

## *ANIMALS*

The only animals allowed in the vehicles are guide dogs and assistance dogs. Users must provide STO ahead of time with proof that the dog has been properly trained in a recognized school in Quebec or elsewhere for the task of guide dog or assistance dog for a person with a disability, and that this training included traveling in a public vehicle. The handler must be in full control of the dog at all times to ensure that it behaves.

Dogs may not accompany their handler on the lifting platform.

Dogs must always wear their harness in a paratransit minibus or taxi.

**Important note!**

Small animals are allowed in the paratransit vehicle as long as they:

1. Are transported in a secure carrier that does not take up extra space in the vehicle and rests on the user's lap; and
2. The user can look after it by themselves.

*NUMBER OF BAGS AND LUGGAGE*

Only luggage, grocery bags and shopping bags that do not require assistance from the driver or take up additional space in the vehicle are allowed on board. These must be placed on the back of the seat so as not to interfere with the straps securing the chair.

It is strongly recommended that users who cannot carry their bags consider the option of home delivery or bring a helper to handle their bags and luggage.

It is not up to the driver to carry a user's bags and luggage.

## 10. HOLIDAY SERVICE

Regular trips are automatically cancelled on statutory holidays. Regular users requiring transportation at those times must contact STO to book their trip.

Users must cancel their regular trips if they do not need them during statutory holidays or vacations.

Statutory holidays are:

- January 1 and 2
- Good Friday
- Easter
- Easter Monday
- Victoria Day
- Quebec's national holiday
- Canada Day
- Labour Day
- Thanksgiving
- December 25 and 26

## 11. FARES

The fares for paratransit are the same as for regular public transit.

Users must show their STO ID card to get a reduced fare (student, ECHO or senior).

Children under six years of age travel for free, but helpers (other than mandatory helpers) must pay.

Drivers do not provide change to users who do not have the exact fare, and do not provide receipts.

Drivers are not allowed to accept tips.

Paratransit does not accept payment by e-wallet.

Customers who cannot pay their fare will be turned away.

## 12. USERS' ROLES AND RESPONSIBILITIES

In order to ensure everyone's safety in or near the vehicle, it is very important that users observe the following rules:

- 12.1. Ask the driver for assistance or inform the latter of any special precaution warranted by the user's state and any special conditions of access when boarding or disembarking;
- 12.2. Be courteous with the driver and the other passengers;
- 12.3. Avoid distracting the driver so the latter can remain fully focused on driving the vehicle safely;
- 12.4. Ensure that their mobility aid is in good working order;
- 12.5. Ensure that their wheelchair has a regulation safety strap or accept the one provided by the carrier;
- 12.6. Never board or disembark alone if they normally require assistance with doing so due to their state;
- 12.7. Strap themselves in once they are in the vehicle using the lap and shoulder straps, as appropriate;
- 12.8. Manoeuvre three- or four-wheel scooters carefully when boarding or disembarking;
- 12.9. Abstain from making comments about the driver's driving and behaviour, and instead submit any comments to STO;
- 12.10. Pay the driver the exact fare when boarding, and remember that the driver will not give them change if they do not have the exact fare;

- 12.11. When booking their trip, users must specify whether they will have a three- or four-wheel scooter, in which case they cannot be accompanied by a helper. Users may not remain in their scooter during the trip, but must instead sit in a seat;
- 12.12. When booking their trip, users must specify whether they will have a folding wheelchair, in which case they may not remain in it during the trip but must instead sit in a seat;
- 12.13. The standards for safety and conduct and for the possession and use of fare tickets issued by STO apply to paratransit in the same way as to regular public transit;
- 12.14. Inebriated users and those whose conduct could pose a risk to the safety of the other passengers or the driver will be turned away;
- 12.15. Users must comply with the limit on the number of bags and luggage (see section 9).
- 12.16. Users or their families must ensure that someone is present when they are boarding or disembarking, if necessary; and
- 12.17. Users must be ready to board at the time confirmed when they booked their trip. They must wait for the vehicle in a spot that gives them a clear view of the vehicle's arrival and be on the lookout for it. If they cannot see the vehicle arriving, they must wait in a safe place where they can be easily seen by the driver.

## 13. DRIVERS' ROLES AND RESPONSIBILITIES

- 13.1. Inasmuch as possible, drivers must park so that customers do not have to cross the street.
- 13.2. Drivers must walk up to the user and offer their assistance to get to the vehicle, that is to say from the entrance of a private residence or the lobby of a public building, and until the user is seated in the vehicle, and vice-versa.
- 13.3. Drivers may not get on the lifting platform with a user in a wheelchair;
- 13.4. Drivers must offer users a step stool if they have difficulty getting into a regular taxi, but must never lift a user manually;
- 13.5. When talking on the radio, drivers must use user codes and as much as possible avoid user names and departure and destination addresses to protect their privacy;
- 13.6. Drivers must abstain from mentioning on the radio or to other users anything that is not pertinent to their tasks, and instead submit any comments or suggestions to the sub-contractor or STO;
- 13.7. Drivers must be courteous with the users and call them by their full name. If they do not know their first name, they must use Mrs., Ms. or Mr. and their family name;
- 13.8. Drivers must set the temperature in the vehicle to be comfortable for users, and must leave it up to the users to decide whether they want windows open or closed, and assist them if they ask;
- 13.9. In cold weather, drivers must avoid leaving the doors open unless necessary, particularly when there are passengers in the vehicle;

- 13.10. The safety straps on the lifting platform must always be used and adjusted when boarding or disembarking a user;
- 13.11. Drivers must turn off the electrical control on motorized wheelchairs or set the manual brakes when using the lifting platform;
- 13.12. Drivers must always use the hooks provided to keep the lifting platform gate open, and ensure that nothing interferes with getting off the platform when boarding or disembarking a user;
- 13.13. Drivers must always position users in wheelchairs on the lifting platform, with the front facing away from the vehicle and backed up to the retaining plate at the rear of the platform when boarding or disembarking a user;
- 13.14. Drivers must remain next to the lifting platform, activating the mechanism with one hand and holding onto the wheelchair with the other;
- 13.15. Drivers must secure wheelchairs with four straps at 30- to 60-degree angles to ensure the user's safety;
- 13.16. Drivers must ensure that users have a shoulder strap and, if not, then provide one;
- 13.17. When boarding users, drivers must load wheelchairs facing the sidewalk, and lower them to the sidewalk facing backwards when disembarking them;
- 13.18. Drivers must comply with the *Highway Safety Code* and ensure that their vehicle is in good working order;
- 13.19. Before leaving the vehicle to escort a customer, drivers must ensure that the lifting platform is up, and that the emergency brake and flashing lights are on;
- 13.20. After every boarding, drivers must ensure that wheelchairs are properly secured to the floor, that all passengers have their seat belts fastened, and that crutches, walkers and other mobility aids are safely stored;

- 13.21. In the event of any work-related incident or accident during their shift, drivers must report it verbally within 3 hours or in writing within 18 hours;
- 13.22. Drivers must collect fares and enter the amounts collected in their log book, and check with the STO dispatcher before accepting a helper who is not on their list to join them on the trip;
- 13.23. Drivers must ensure that users can get into their destination or that there is someone to greet them before leaving, otherwise they must contact the dispatcher and request instructions;
- 13.24. At the end of their route, drivers must check the inside of their vehicle to see whether anyone or anything has been left behind;
- 13.25. Drivers must hand in any lost items to the STO counter at 111 rue Jean-Proulx within 24 hours;
- 13.26. Drivers must not accept tips; and
- 13.27. Drivers may eat when there are no passengers on board.

#### 14. ACCIDENT IN A PARATRANSIT VEHICLE

In the event of an accident in a paratransit vehicle, any injured passengers must be referred to the Société d'assurance automobile du Québec.

#### 15. RIGHTS OF WAY

STO buses have certain rights of way on roads within the territory. Minibuses and taxis used for the paratransit service can use reserved lanes. The three passenger rule does not apply because they are treated like buses.

## 16. COMMENTS

Feedback from users helps improve the service. Users must never be concerned about losing their entitlement to transportation or that they will be subject to reprisals or any harm. Suggestions and concerns are seen as essential information in helping us improve our service.

Feedback must be submitted to:

STO Customer Service by calling 819-770-3242

Or sending an email to: [commentaires@sto.ca](mailto:commentaires@sto.ca)

Or sending a letter to:

**Customer Relations**

Société de transport de l'Outaouais

111 rue Jean-Proulx

Gatineau QC

J8Z 1T4

STO Customer Relations will forward the feedback to the right person and ensure follow-up.

## 17. SMOKING, EATING AND DRINKING PROHIBITED IN PARATRANSIT VEHICLES

Pursuant to *An Act to regulate smoking in the federal workplace and on certain modes of transportation*, smoking in paratransit vehicles is strictly prohibited.

Drinking and eating in such vehicles is also prohibited.

## 18. BOARDING AND DISEMBARKATION PLACES

In order to ensure speedy service and prevent misunderstandings regarding boarding and disembarkation places, drivers will always pick up users where they disembark or as indicated in their log book.

STO has identified the following specific locations for boarding and disembarkation:

<b>PROMENADES DE L'OUTAOUAIS</b>	Door 5 entrance Costco entrance across from boul. Gréber
<b>VILLAGE PLACE CARTIER</b>	Entrance next to Nautilus Plus
<b>GALERIES DE HULL</b>	Bank of Montreal entrance off boulevard St-Joseph.
<b>GALERIES D'AYLMER</b>	Jean Coutu pharmacy entrance
<b>OTTAWA HOSPITAL</b>	General Campus — Main entrance, 501 Smythe Rd. Civic Campus — Admissions entrance, 1053 Carling Ave. Parkdale Clinic — 737 Parkdale Ave. Riverside Campus — Main entrance behind the hospital, 1967 Riverside Dr. Riverside Clinic: 1919 Riverside Dr.
<b>OTTAWA HOSPITAL REHABILITATION CENTRE</b>	Main entrance, 505 Smythe Rd.
<b>EYE INSTITUTE</b>	Main entrance, 501 Smythe Rd.
<b>CENTRE DE SANTÉ ET DES SERVICES SOCIAUX DE GATINEAU</b>	Hôpital de Hull — Former emergency entrance off boul. Moussette Hôpital de Gatineau — Main entrance, 909 boul. la Vérendrye Ouest Centre de cancérologie de l'hôpital de Gatineau — Main entrance, 555 boul. de l'Hôpital Pavillon Desjardins — Main entrance off rue Gamelin
<b>MONTFORT HOSPITAL</b>	Main entrance, 713 Montréal Rd.
<b>RIDEAU CENTRE</b>	60 George St.

## 19. VISITORS

Persons with disabilities who have been approved for paratransit in their respective regions and who temporarily reside in the Gatineau territory or are visiting there are entitled to the paratransit service, as long as they have received approval from STO at least one week beforehand. To apply, they must call 819-776-6950.

Ottawa residents who have been approved for Para-Transpo and would like to travel to our territory are also entitled to our service to and from the Casino du lac Lemay.

## 20. PENALTIES FOR NON-COMPLIANCE WITH DIRECTIVES

Anyone who fails to comply with the directives in this guide is subject to penalties deemed appropriate by STO and the sub-contractor.

## 21. TRANSFER POINTS

In Buckingham: main entrance, Galerie de Buckingham, 999 chemin Lépine  
(across from Hart)

IGA Farm-Point, 1716 Route 105

Tim Horton, 10 rue de la Fabrique

Dépanneur Couche-tard, 25 rue Davidson Ouest

Casino du Lac-Lemay

Rideau Centre, 60 George St., Ottawa

## 22. SERVICE INTERRUPTION

Major snow storms, ice storms, emergency situations and natural disasters that pose a risk to road safety may lead STO to temporarily interrupt its paratransit service, in which case STO will post a message on its website or notify users by phone.

If the interruption happens before your return trip, we will do everything possible to get you home safely within a reasonable timeframe.

## 23. SPECIFICATION OF MEANS OF TRANSPORTATION

You can ask to use certain types of vehicles for all of your trips if you have certain physical constraints.

To do so, you must apply to the paratransit service and provide the necessary form filled out by a health care professional.

It is important to note that specifying the means of transportation may result in changes in your schedules or even the inability to provide the service.

## IMPORTANT NOTICE

The contents of this guide may be amended with 15 days' advance notice. STO has the final word in the event of any discrepancies or contradictions.

We suggest you plan your trips ahead of time and enter your arrangements in a personal agenda in order to minimize the chance of error or oversight.

When planning your return trip, please allow approximately 15 minutes between the end of your activity and the boarding time so you can get ready.

Be sure to have the exact fare before boarding because drivers will not provide change to users who do not have the exact fare.

Be ready to board at the confirmed time.

- STO would be pleased to provide an information session on this guide to any organization in the latter's facility.

*Last full revision: September 2019*

*Last update: July 2020*