

User's GUIDE

Paratransit
Service



STO SOCIÉTÉ DE TRANSPORT
DE L'OUTAOUAIS



A Few Words from the Chairman

I am very pleased to present the new edition of the User's Guide.

This reference tool has all the information you need to take full advantage of the paratransit service available for people with reduced mobility residing in Gatineau, Cantley and Chelsea.

Among other things, it contains information about the type of service, eligibility and reservation procedures.

As one of the initiatives to ensure optimal quality service, riders can now call the STO's telephone assistance later in the evening, seven days a week. The Société also offers drivers training focused on the specific needs of paratransit patrons.

Every year, the STO increases the budget allocated to paratransit in order to meet the needs of a constantly growing clientele and respond adequately to the rising number of travel requests.

In addition, the STO also offers patrons an opportunity to travel on certain regular bus routes. Thanks to the ongoing acquisition of buses with an access ramp, the STO can accommodate people who use wheelchairs and with reduced mobility, thereby promoting universal mobility for everyone. This option complements the paratransit service.

Yours sincerely,

Patrice Martin
Chairman



GENERAL INFORMATION

Area served

The area served extends to the boundaries of the new City of Gatineau and the municipalities of Cantley and Chelsea.

Reservation hours and procedures

Monday to Friday from 6:00 a.m. to 9:00 p.m.
Saturday and Sunday from 7:30 a.m. to 9:00 p.m.

You can reserve any time from 2 weeks in advance until noon on the day before you need transportation, except on **Mondays** when the reservation deadline is noon on the preceding Saturday.

You can make your reservation:

- By phone at 819 **773-2222**
- By Bell Relay Service at 1 800 855-0511 (for people using telecommunications equipment or a teletypewriter)
- By fax at 819 776-6939
- By Internet at www.sto.ca

And state:

- Your last name and first name
- The date transportation is required
- The exact pick-up and drop-off addresses (e.g., building number and street name)
- The time you wish to arrive at the destination and to return
- If you use a wheelchair, scooter or other orthotic device
- If you will have an attendant

For more information, please refer to Article 8.

Our offices are closed

As part of our ongoing effort to respond better to your needs, we would like to inform you that we have added another option when you call 819-773-2222 and our offices are closed, **which is between 9 p.m. and 1 a.m. (in the morning)** seven days a week.

Currently when you call 773-2222 outside office hours, you have the following options:

- * You can press « **1** » if your scheduled transportation is by minibus;
- * Or you can press « **2** » if your scheduled transportation is by taxi;
- * Or you can press « **3** » if you wish to cancel your transportation for the next morning.

You now have the option of pressing « 4 » (to reach the regular public transit dispatcher) if the previous options are not answering and your transportation is **15 to 30 minutes late** and you want to make sure the driver has not forgotten you.

When you call the dispatcher, you must give your name, the scheduled time of your transportation and the departure and destination addresses so that the dispatcher can check your transportation. If your name is not on the list or the scheduled time is already passed by more than 30 minutes, the dispatcher will be unable to assist you.

Finally, the STO would like to point out that this new option cannot be used to arrange transportation that you have not reserved, to obtain transportation that you have missed due to inattention or to make last minute changes. This option is being made available to you so that you can be served merely as planned.

Fares

The fares for paratransit service are the same as regular public transit fares (please refer to the fare schedule in the folder and Article 11).

Waiting time

Passengers must be ready to board the vehicle 10 minutes before departure time.

Drivers cannot wait longer than 5 minutes after the time indicated on the trip sheet before leaving the location with the authorization of the STO's dispatcher.

Comments, suggestions and compliments

All comments, suggestions or compliments regarding the Paratransit service should be submitted to the **STO's Customer Relations** by calling 819 770-3242 or by writing to:

Customer Relations
Société de transport de l'Outaouais
111 Jean-Proulx
Gatineau, Quebec, J8Z 1T4

E-mail: commentaires@sto.ca

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ARTICLE 1 - TYPE OF SERVICE

Paratransit service for disabled passengers is door-to-door public transportation for people who meet the criteria set out in the Paratransit Eligibility Policy of the Quebec Ministry of Transport.

Public transportation means a public transit service that meets the general transportation needs of a clientele. Coordinated travel and the punctuality of every passenger are essential to ensure that the service remains as efficient and economic as possible in order to carry the greatest number of people within a specific budget allocation.

The paratransit budgets, like those for regular public transit, are limited and must be respected. The STO does not presume to be able to satisfy all travel requests, especially if the match opportunities and density of the sector are low. However, the STO makes a constant effort, jointly with all sub-contractors, to attempt to satisfy the greatest number of travel requests.

ARTICLE 2 - ELIGIBILITY

To be eligible for the paratransit service provided by the STO, a passenger must:

- a) **Be a permanent resident** in the area of the City of Gatineau or the municipalities of Cantley and Chelsea;
- b) **Be a handicapped person as defined** by Quebec's *Act to secure handicapped persons in the exercise of their rights* and be limited with respect to mobility, intellectual capacity or independence such that the use of the regular public transit service is not possible;
- c) **Submit an admission request to the STO** using the appropriate forms that can be obtained at:

**111 Jean-Proulx
Gatineau, Quebec, J8Z 1T4
Or by calling 819 773-2222
Or by visiting www.sto.ca**

- d) **Be approved by the Admissions Committee** which meets monthly and includes representatives for the STO, disabled persons and the *Agence de santé et services sociaux de l'Outaouais* (Outaouais health and social services network) in accordance with the Paratransit Eligibility Policy of the Quebec Ministry of Transport.

ARTICLE 3 - ADMISSIONS COMMITTEE

The Admissions Committee meets once a month to examine new admission requests and to re-assess expired permits. The Committee's decision must be unanimous and is conveyed to the applicant in writing within the shortest timeframe possible.

Once a decision has been made, the Admissions Committee will reconsider it only if new information justifies another decision. Nevertheless, anyone who does not agree with a decision handed down by the Admissions Committee may write to the *Bureau de révision* of the Quebec Ministry of Transport to request that the decision be re-assessed.

Ministère des Transports du Québec
Bureau de révision
Service des politiques en transport et des programmes en transport public
700 boul, René Levesque est, 24^{ème} étage
Québec (Qc) G1R 5H1

ARTICLE 4 - LEVELS OF ELIGIBILITY

a) Permanent eligibility (unlimited period)

In general, permanent eligibility is granted when a person cannot use the regular public transit service for any type of travel even with training or familiarization of the transit network.

b) Temporary eligibility (from 6 to 18 months)

In general, temporary eligibility is granted when the Admissions Committee is not able to grant permanent status because it is waiting for the results of a rehabilitation program, orientation-mobility program or a training program on how to use regular public transit. When the temporary permit expires, the Committee will re-assess the file based on an evaluation of the applicant's capacities and will then either grant a permanent, temporary seasonal or partial permit or will refuse eligibility.

c) Seasonal eligibility (from December 1 to April 30 every year)

Pursuant to such eligibility, a person can use Paratransit service during the winter season only because his or her limitations during the rest of the year do not justify use of Paratransit service.

d) Partial eligibility

Partial eligibility is granted when a person is incapable of making trips along certain routes.

➤ *We suggest that you plan your travel in advance and keep track of travel requests in a*

personal agenda to minimize the risk of making an error or forgetting.

ARTICLE 5 - ACCOMPANIMENT

When examining eligibility requests, the Admissions Committee determines whether applicants require an attendant when travelling.

An attendant must be 14 years of age or older and must be capable of assisting the passenger at pick-up, during the trip and at drop-off. An attendant must get on and off the bus at the same stops as the passenger being accompanied.

Types of accompaniment:

a) Mandatory accompaniment

This is granted if the passenger requires medical assistance or has behavioural disorders. The passenger's attendant travels for free.

Passengers under 6 years old must always be accompanied by an attendant aged 14 or over. The child travels for free, but attendants must pay their own fare.

b) Optional accompaniment

The Admissions Committee grants the right to optional accompaniment to all passengers with a motor or organic disability. However, accompaniment is allowed only as long as there is available space in the vehicle. Furthermore, optional attendants who are authorized to travel with the passenger must always pay their own fare.

c) Unauthorized accompaniment

Accompaniment is not authorized if the Admissions Committee feels that an attendant could compensate for the passenger's disability and make it possible for the passenger to take regular public transit.

Similarly, accompaniment is prohibited if the passenger uses a scooter during travel.

d) Accompaniment for parental duties

Passengers granted eligibility for Paratransit service may travel with any children under 14 years of age to allow them to carry out their parental duties.

e) Special provisions

At pick-up time, even if there is available space in the vehicle, the driver cannot accept an attendant without the authorization of the STO's dispatcher if an attendant is not indicated on the trip sheet.

Passengers must always state if they will be accompanied when they make a reservation.

ARTICLE 6 - REASONS FOR TRAVEL

- a) Within the STO's service area (see Article 2a), there is no restriction to the reasons for travel except for school and inter-institutional transportation (see Article 7).
- b) The only trips provided to the **Ontario** area are the following:
- i) For work and post-secondary education when the courses are not available in the province of Quebec, riders can be taken from their home to any destination within a street distance of no more than 8 kilometres from Parliament Hill (corner of Wellington/Metcalf).
 - ii) For **health care** services (occupational therapy, physiotherapy and medical appointments), passengers are taken to these locations only:
 - Ottawa Hospital (General Campus, Civic Campus and Riverside Campus)
 - Children's Hospital of Eastern Ontario (CHEO)
 - Ottawa Rehabilitation Centre
 - Montfort Hospital
 - iii) For **cultural, recreational or social activities**, travel permitted within the Ontario service area is limited to the following corridor:
 - Eastern limit: King Edward Avenue - both sides
 - Southern limit: Queensway
 - Western limit: Booth Street - both sides
 - Northern limit: Outaouais River
 - iv) **Via Rail and Ottawa Airport**

Passengers may request transportation between 6:15 a.m. and 12:30 midnight in order to take a train or plane or on their return, but they may not use Paratransit service to accompany or pick up another person at these locations. The time of transport will be provided depending on the availability of vehicles.
- *Have the exact fare ready before boarding. Drivers do not make change if passengers do not have the exact fare for the trip.*

ARTICLE 7 - TRAVEL OUTSIDE THE STO'S MANDATE

a) School transportation

All travel between the passenger's home and an elementary or secondary school is considered to be school transportation, unless it is to an event organized by the city of Gatineau or other body unrelated to education, as is any travel for group outings, school activities or on-the-job training. School transportation is the responsibility of the school board or school concerned.

b) Inter-institutional transportation

In general, inter-institutional transportation is any travel where the pick-up and drop-off points are at a residential and extended care centre (CHSLD), medical centre (CH) or local community service centre (CLSC) in the region. This type of travel, as well as travel for institutional group recreation purposes, are the responsibility of the institutions concerned.

ARTICLE 8 - HOURS AND RESERVATION PROCEDURES

In order to optimize schedule planning and to make maximum use of vehicles, passengers must reserve their transportation by calling 819 773-2222 during the following business hours:

Monday to Friday from 6:00 a.m. to 9:00 p.m.
Saturday and Sunday from 7:30 a.m. to 9:00 p.m.

You can reserve any time from 2 weeks in advance until noon on the day before you need transportation, except on **Mondays** when the reservation deadline is noon on the preceding Saturday.

You can make your reservation:

- By phone at 819 773-2222
- By Bell Relay Service at 1 800 855-0511 (for people using telecommunications equipment or a teletypewriter)
- By fax at 819 776-6939
- By Internet at www.sto.ca

And state:

- Your last name and first name
- The date transportation is required
- The exact pick-up and drop-off addresses (e.g., building number and street name)
- The time you wish to arrive at the destination and to return
- If you use a wheelchair, scooter or other technical aid
- If you will have an attendant

a) Types of reservations

i) Regular travel

These are trips that passengers make on a **regular basis** for purposes of hemodialysis, studies or work, meaning at least once a week at a set time with the same pick-up and drop-off points for a minimum period of 3 months.

Once the STO has confirmed the regular travel times with passengers, they no longer needs to call for this travel unless it is to cancel or make a change to the trip. For changes, passengers have until noon the day before transportation is scheduled to submit a request. Please refer to Reservation hours and procedures.

On statutory holidays, regular travel is automatically cancelled unless the passenger informs the STO otherwise (see Article 10).

ii) Occasional travel

These are trips required for specific needs on an occasional basis. In this case, passengers must always call any time from 2 weeks in advance until noon on the day before transportation is needed. Please refer to Reservation hours and procedures.

iii) Last-minute reservations

Because routes and timetables are determined according to public transportation requirements, it is difficult for the STO to accept last-minute reservations. However, in the case of an emergency, it is recommended to call the STO on the same morning after 6:00 a.m. Passengers must then make due with the schedules available, if applicable.

b) Schedule changes

The time required by a passenger and the time assigned by the dispatcher may vary. If the difference is more than 15 minutes after the requested time by the passenger or 5 minutes before the time requested by the passenger, the STO will advise him or her by telephone on the day before travel is scheduled.

c) Number of trips permitted

Passengers must limit their transportation to 4 trips per day between 6:00 a.m. and 6:00 p.m.

d) Reservation cancellations

Passengers must inform the dispatcher at the STO (**and not the driver**) to cancel a trip

by calling 819 773-2222. By doing so, another occasional passenger will be able to have transportation.

The Paratransit offices are open from 6:00 a.m. to 9:00 p.m., Monday to Friday and from 7:30 a.m. to 9:00 p.m. on Saturday and Sunday. Outside these hours, if a same-day reservation must be cancelled, passengers must call 819 773-2222, and the telephone number of the on-duty driver will be provided.

Passengers who forget to cancel a reservation or who cancel transportation at the door, resulting in a wasted trip, are liable to measures that can extend to temporary suspension of their permit by the STO. They will be informed in advance if this situation arises.

e) **Round-trip service / uninterrupted travel**

Drivers are prohibited from waiting while passengers go to the bank, to the pharmacy to fill a prescription, to the convenience store, etc. Passengers must plan at least 30 minutes between the arrival time at the destination and the return trip. If passengers realize that they have forgotten a personal item at the pick-up point, the driver will not turn back.

ARTICLE 9 - SERVICE FEATURES

a) **Service hours**

Paratransit service is available from 6:15 a.m. to 12:30 midnight, 7 days a week, depending on demand. Nevertheless, although passengers may be eligible for service, the STO cannot guarantee that they will obtain transportation at the time desired.

b) **Waiting time**

Passengers must be ready to board the vehicle at least **10 minutes before the arranged time.**

Passengers living in a high-rise building or care centre must be waiting at the building's entrance (door).

If a passenger is not waiting at the pick-up location when the driver arrives, the driver announces his or her presence and attempts to contact the passenger. If the driver is unsuccessful, the driver will leave the location after obtaining authorization from the STO dispatcher.

If a passenger is absent and has not contacted the dispatcher in advance, the return trip is automatically cancelled.

When a vehicle is more than 20 minutes late, passengers can call the Paratransit Service.

c) Travel time

On average, the passenger's travel time should not exceed the time required to make the trip on a regular bus (including transfers, waiting time and walking time). The time spent boarding a vehicle is not counted in calculating the travel time.

d) Door-to-door service

Paratransit service is **an accessible door-to-accessible door** service. Consequently, the entrance of a residence and its access road must be kept free of obstacles and kept in a state that allows for the movement paratransit vehicles and of a person with a reduced mobility.

Drivers have the right to refuse to drive into a building's access area if there is snow or ice in the residence's entrance and they feel there is an associated risk.

Furthermore, if you are in a wheelchair and there is no access ramp at the desired destination and the doorstep consists of more than one step, the driver will not be able to provide assistance. Unfortunately, the passenger will have to cross said obstacles by his or herself or with the help of a third party. The access ramp and other access equipment must be compliant with the standards promulgated by the Quebec Building Code or else the trip will be cancelled.

Nevertheless, if access to a residence involves climbing more than three consecutive steps, the passenger must be capable of climbing the steps alone or have assistance from someone other than the driver.

Ramps and access equipment must comply with the standards set out in the Quebec Building Code.

Drivers will pick-up and drop-off passengers at the most accessible door to a residence or public building.

e) Wheelchairs, 3 and 4 wheel scooters

In its taxis or minibuses, the STO can carry three- or four-wheeled scooters, or other types of wheelchairs that are no more than 30 inches (76 cm) wide and 52 inches (122 cm) long including baskets trays or other accessories. Height must not exceed 54 inches (137cm) (measured with the passenger seated). Beyond these specifications, the passenger greatly reduces the possibilities of obtaining a trip.

Scooters must be equipped with four anchor points. Passengers must be able to transfer to a seat on the vehicle.

It is recommended that passengers equip their wheelchairs with anti-tipping wheels when applicable.

f) Child safety seats

The safety standards set out in the Highway Safety Code must be observed at all times. Any child measuring 63cm or less in seated position is required to be placed in a safety seat that is appropriate for his or her height and weight. It is the parent's responsibility to provide the seat and to fasten it securely in the vehicle.

If the parent is not physically capable of performing all the tasks related to transporting a child, then the parent must arrange for an attendant or ensure that someone other than the driver is available to provide assistance at the pick-up and drop-off points. A parent cannot travel with a child on his or her lap.

g) Animals

The only animals allowed on vehicles are guide dogs and assistance dogs. However, passengers must submit a statement to the STO in advance confirming that the dog has been trained at a recognized facility, in Quebec or elsewhere, to fulfill the functions of a guide dog or assistance dog for a disabled person and that the training included a component dealing with transportation situations. The dog's master must maintain control over the dog at all times to ensure it behaves properly. Dogs are prohibited from riding on a wheelchair lift with a passenger.

On minibuses or taxis, the dog must wear his or her harness provided by the training facility.

h) Number of bags and parcels permitted during travel

Only bagages, grocery bags or parcels that do not require the assistance of the driver or take up additional space are permitted on board. Bags must be placed at the back of wheelchairs as to not hinder the tie-down of the wheelchair.

For passengers who cannot carry bags, we strongly suggest they consider using home delivery services or use their right to have an attendant to help them carry bags and parcels.

Drivers are not responsible for carrying bags or parcels for passengers.

ARTICLE 10 - HOLIDAY SERVICE

On statutory holidays, schedules and regular travel are automatically cancelled. Passengers who need transportation must make a reservation for occasional travel.

Statutory holidays are:

New Year's Day and January 2
Good Friday
Easter Monday
Victoria Day
Fête nationale du Québec
Canada Day
Labour Day
Thanksgiving
Christmas Day and Boxing Day

- *Passengers must cancel their regular travel if they do not require transportation during the Christmas holidays or during vacation.*
- *For the Christmas holiday season, passengers can call as of December 1 to reserve occasional travel.*

ARTICLE 11 - FARE STRUCTURE

The fares for Paratransit service are the same as regular public transit fares (see the fare schedule in the folder).

Passengers must pay the interzone fare if they are travelling from Masson-Angers or Buckingham and cross the Gatineau River or vice versa.

Passengers must show their **STO's identity card** to benefit from the reduced fare (students or senior citizens).

Children under six travel for free, but mandatory attendants must pay their own fare.

Drivers do not make change if passengers do not have the exact fare for the trip and they do not issue receipts.

Drivers may not accept tips.

Lost smart card

The policy is the same as the one that applies to regular public transit, meaning the passengers must pay \$10 to replace their smart card and recover the value that remained on the old card.

ARTICLE 12 - ROLE AND RESPONSIBILITIES OF PASSENGERS

To ensure the safety of everyone on board or near the vehicle, it is very important that passengers observe certain safety rules and rules of conduct, as listed below.

- a) Ask for assistance from drivers or inform them of any specific precautions required with respect to the passenger's condition and of any special access features at the pick-up and drop-off points.
- b) Be courteous to drivers and other passengers.
- c) Avoid distracting drivers to allow them to devote their full attention to driving the vehicle safely.
- d) Ensure that wheelchairs are in good working condition.
- e) Ensure that wheelchairs are equipped with a regulation seatbelt. If not, passengers must use the seatbelt provided by the carrier.
- f) Refrain from attempting to get on or off a vehicle alone if their condition normally requires assistance to do so.
- g) Fasten the lap belt and the shoulder belt in the vehicle, where applicable.
- h) Operate scooters or motorized wheelchairs with care when loading and unloading.
- i) Refrain from making remarks about the driving skills and conduct of drivers. Comments should be sent to the STO instead.
- j) Pay the exact fare to drivers when boarding. Drivers do not make change if passengers do not have the exact fare.
- k) Be accompanied by an attendant if they are traveling with two wheelchairs to ensure proper transportation of the second wheelchair. The STO will not carry an unoccupied wheelchair if its owner is not present.
- l) When making a reservation, inform the dispatcher if they are using a scooter or a wheelchair and if such is the case, an attendant is not permitted. **It is strictly prohibited for passengers to stay seated on a scooter when traveling on board a vehicle. Passengers must take a seat.**
- m) The by-laws prescribing the safety standards and conduct of persons in the rolling stock or on the property of the STO, and prescribing the conditions regarding the possession and use of any transportation ticket issued under the authority of the STO apply to

Paratransit services as well as regular transit services.

- n) Passengers who are not sober or whose conduct could compromise the safety of other passengers or the driver will be refused transportation.
- o) The number of bags and parcels permitted on a trip (see Article 9h).
- p) It is the responsibility of passengers or their family to ensure that someone is present at the pick-up and drop-off locations, if necessary.

➤ *We suggest that you plan your travel in advance and keep track of travel requests in a personal agenda to minimize the risk of making an error or forgetting.*

ARTICLE 13 - ROLE AND RESPONSIBILITIES OF DRIVERS

- a) Drivers must always, within reason, park his vehicle on the appropriate side of the street as to avoid the passengers from crossing the street.
- b) It is strictly prohibited for the driver to be on the lift with a passenger while in use.
- c) Drivers must meet passengers and offer them assistance to access the vehicle, meaning from the doorway of the passenger's home or inside the entrance of a public building, to the passenger's seat in the vehicle or vice versa.
- d) Drivers must offer a step for passengers who have difficulty climbing the steps of a vehicle. At no time may drivers carry passengers in their arms.
- e) Drivers shall use codes and refrain as much as possible from using the passenger's name and the departure and destination addresses.
- f) Drivers shall refrain from making remarks or giving out information to other passengers or over the radio that is not related to their duties. Drivers should instead submit their comments to the sub-contractor's management or to the STO.
- g) Drivers must be courteous to passengers and address them by their full name. If drivers do not know the passenger's first name, they must use Mrs., Miss or Mr. followed by the last name.
- h) Drivers shall monitor the temperature inside the vehicle to ensure that it is comfortable for passengers. Passengers have the option of opening windows and they may request the assistance of drivers to do so.
- i) When it is cold, drivers must refrain from leaving doors open for no reason, especially if there are passengers in the vehicle.

- j) The safety belt on the wheelchair lift must always be fastened and properly adjusted when passengers are loading or unloading.
- k) Drivers must turn off the power switch on a motorized wheelchair or set the brakes on a manual wheelchair when the wheel chair is on the lift.
- l) Drivers must always use the hooks provided to keep the doors of the wheelchair lift open and ensure that nothing blocks the lift exit when loading or unloading.
- m) Drivers must always place passengers in wheelchairs on the lift **with the back of the chair facing the vehicle** and position wheelchairs against the rear retaining plate of the lift when loading and unloading.
- n) Drivers must remain near the wheelchair lift and operate the lift mechanism with one hand while holding the wheelchair with the other.
- o) Drivers must fasten wheelchairs using the four straps, positioning them at 30- to 60-degree angles to ensure the passenger's safety.
- p) Drivers must ensure that passengers are wearing a lap belt, and if not, shall attach one.
- q) Drivers who must climb a step or curb with a wheelchair must walk backwards to do so.
- r) Drivers must comply with the Highway Safety Code and ensure that their vehicle is in good working order at all times.
- s) Before leaving the vehicle to escort passengers, drivers must ensure that the wheelchair lift is up, the emergency brakes are applied and the flashers are on.
- t) After each pick-up, drivers must ensure that all wheelchairs are firmly fastened to the floor, that all passengers are wearing safety belts and that all crutches, walkers or other orthotic devices are securely stowed.
- u) Drivers must submit a verbal report within three hours or a written report within 18 hours subsequent to any incident or accident occurring while on duty.
- v) Drivers must collect the fares and record them on the trip sheet.
- w) Drivers must check with the dispatcher at the STO before accepting an attendant who is not listed on the trip sheet.
- x) Drivers must ensure that passengers can enter their residence or that someone is there to greet them before driving away; otherwise, drivers must check with the dispatcher for instructions.
- y) Drivers must inspect their vehicles at the end of each trip so that no passenger is left onboard and no objects have been forgotten or lost.

- z) Eating and drinking are strictly prohibited in paratransit vehicles. However, drivers may eat meals when there are no passengers onboard.
- aa) Drivers may not accept tips under any circumstances.
- bb) Drivers are allowed to have a meal inside the paratransit vehicles when there are no passengers on board.

ARTICLE 14 - ACCIDENT ON BOARD A PARATRANSIT VEHICLE

Injuries suffered in an accident as a passenger in a Paratransit vehicle should be reported to the Société de l'assurance automobile du Québec (SAAQ).

- *When planning your return transportation, allow for about 15 minutes between the end of your activity and your pick-up time to leave yourself time to get ready.*

ARTICLE 15 - ROAD PRIVILEGES

STO buses have certain privileges on roads in the region. Minibuses and taxis used for paratransit can use the reserved lanes. The number of 3 passengers does not apply to these vehicles as they are considered to be like buses.

ARTICLE 16 - COMMENTS

The passenger who formulates a complaint contributes to the betterment of the service will be treated with the outmost confidentiality and should by no means be concerned with fear of reprisal nor prejudice.

All comments regarding the Paratransit Service should be submitted to STO Customer Relations by calling 819 770-3242 or by writing to:

**Customer Relations
Société de transport de l'Outaouais
111 Jean Proulx
Gatineau, Quebec, J8Z 1T4**

E-mail: commentaires@sto.ca

STO Customer Relations will forward everything to the person responsible and will ensure

follow-up.

ARTICLE 17 - PROHIBITION AGAINST SMOKING, DRINKING OR EATING IN VEHICLES

In accordance with the *Act respecting the protection of non-smokers in certain public places*, smoking is strictly prohibited in Paratransit vehicles.

ARTICLE 18 - PICK-UP AND DROP-OFF POINTS AT SHOPPING CENTRES AND OTHER PUBLIC BUILDINGS

To ensure rapid service and to prevent misunderstandings with respect to pick-up and drop-off points, drivers will also pick up passengers at the location they were dropped off. the STO has set out specific sites at the following locations:

- a) **Promenades de l'Outaouais**
 - ▶ Entrance near the Metro store
 - ▶ Entrance of Cinema Starz when the shopping centre is closed

- b) **Village Place Cartier**
 - ▶ Centre entrance near the Librairie du Soleil
 - ▶ Zeller's when the shopping centre is closed

- c) **Galleries de Hull**
 - ▶ Entrance to the Bank of Montreal on St-Joseph Blvd

- d) **Galleries de Hull**
 - ▶ Entrance of the Jean-Coutu drugstore

- d) **Ottawa Hospitals**
 - ▶ General Campus - main entrance
 - ▶ Civic Campus - admissions entrance
 - Parkdale clinic at 737, Parkdale
 - ▶ Riverside Campus:
 - Main entrance at the rear of the hospital, 1967, Riverside Drive
 - Riverside clinic at 1919 Riverside Drive
 - ▶ The Ottawa Hospital Rehabilitation Centre (TOHRC) - main entrance
 - ▶ Eye Institute - main entrance
 - ▶ Childrens Hospital of eastern Ontario – main entrance

- e) **Centre de Santé et de Services Sociaux de Gatineau**
 - ▶ Hull Hospital - main entrance on Lionel-Émond Blvd
 - ▶ Gatineau Hospital - main entrance
 - ▶ Desjardins Pavillon - main entrance on Gamelin Street

- f) **Montfort Hospital** – Main entrance
- g) **Rideau Centre** - 60 George Street
- **Wheelchairs and scooters may be no more than 52 inches (132 cm) long, 30 inches (76 cm) wide and 54 inches (137cm) in height (including the passenger).**

ARTICLE 19 - VISITORS

Disabled people who are eligible for Paratransit service where they live and who are residing temporarily in the City of Gatineau or the municipalities of Cantley or Chelsea may use local Paratransit service for a maximum period of 2 weeks, subject to service availability. However, visitors must first obtain authorization from the STO one week in advance by calling 819 776-6950.

Ottawa residents who are eligible for ParaTranspo and wish to travel within our service area may do so by being picked up from Rideau Centre (60, George Street).

- *Be ready before your scheduled pick-up time.*

ARTICLE 20 – CONNECTION POINTS

Buckingham

- ▶ Main entrance at the Galerie Buckingham, 999, Chemin Lépine (in front of Hart store)

Chelsea

- ▶ IGA in Farm-Point, Chelsea

ARTICLE 21 – INTERRUPTION OF SERVICE

During a major snowstorm, freezing rain or in an emergency situation that disrupts the use of vehicles, the STO may opt to temporarily interrupt the paratransit service. In such a case, the STO will broadcast a bulletin or notify passengers by phone and on the STO website (www.sto.ca). If the interruption is declared after your outward trip, we will do our best to provide a prompt inward trip within a reasonable amount of time.

ARTICLE 22 - PENALTIES FOR FAILURE TO COMPLY WITH DIRECTIVES

Passengers who do not comply with the directives set out in this User's Guide are liable to the penalties that the STO and its sub-contractors judge appropriate.

If certain bodies require further information concerning the present guide, the STO is available to offer on-site information sessions.

The contents of this User's Guide are subject to change **with 15 days' notice**. If any inconsistencies or contradictions arise in the interpretation of this Guide, the STO shall have the final decision.

- *This document is available on alternate media (audio cassette)*

December 2010