

Can passengers get help from the driver?

Drivers help passengers to cover the distance between the door of their private homes or the entrance of a public building and their seat in the vehicle, and vice versa. However, if access to a residence consists of more than three consecutive stairs, passengers must be able to climb them alone or have assistance from someone other than the driver.

If passengers use a wheelchair, they must ensure that access ramps that comply with Quebec Building Code standards are available at the loading and unloading points.

It is not the responsibility of drivers to accompany people inside their private homes or a public building. It is up to passengers to ensure that someone is available on the premises if accompaniment is necessary.

Can passengers be accompanied during travel?

When reviewing the application, the committee determines whether the passenger requires an attendant during travel. An attendant is always mandatory for children under six years who are eligible for paratransit. As for other passengers, accompaniment may be optional or prohibited depending on the type of impairment.

Attendants must pay their own fare according to the current fare schedule for regular public transit.



OTHER COMPLEMENTARY SERVICES ON REGULAR PUBLIC TRANSIT

Who can use the “privège d’accompagnement” card (card granting attendant privileges)?

In order to encourage integration into regular public transit as much as possible, the STO can provide people with a visual impairment with a card that grants attendant privileges. This card allows the person accompanying the holder to travel for free. In addition, a bus hailing kit is available on request. This tool has been designed to allow passengers to tell bus drivers which bus route they would like to use.

Who can use the identity card for people with a non-visible handicap?

People who have trouble standing in a bus during travel because of various health reasons can apply for a card that gives them the right to use the priority seating at the front of a vehicle. The form is available from the STO.

January 2002

At your service



For who?
What?
How?

Paratransit
service
for
disabled
people

General information: (819) 770-3242

Telefax: (819) 776-6939

Internet site: www.sto.ca

STO
SOCIÉTÉ DE TRANSPORT
DE L'OUTAOUAIS

what

Type of service:

The Société de transport de l'Outaouais (STO) offers door-to-door paratransit service for disabled people who are unable to use regular public transit. These people must be permanent residents in the area covered by the new city of Gatineau or the other municipalities served by regular public transit.

who

Who is eligible?

According to the Paratransit Eligibility Policy from the Quebec Ministry of Transport, any person who meets the following two requirements is eligible:

- be a handicapped person, i.e., have a significant and permanent deficiency and,
- with respect to mobility, have limitations that justify the use of paratransit. The most significant impairments that justify the use of paratransit are the following:
 - inability to walk 400 metres;
 - inability to step up or down a stair of 35 centimetres in height;
 - inability to orient oneself in time or space;
 - inability to master situations or behaviours that could endanger one's own safety or the safety of others.

What kinds of vehicles are used for paratransit?

The STO's paratransit service uses three types of vehicles: adapted minibuses, adapted taxis or conventional taxis, depending on the specific needs of the passenger.

How

How can a person register for paratransit service?

The person must submit an application on the prescribed forms that can be obtained from the STO's administration offices located at:

111 Jean Proulx, Hull (Quebec) J8Z 1T4
or by calling **(819) 773-2222**

How much does it cost to use the service?

The fares set for paratransit are the same as the regular public transit fares. Riders can pay in cash, with a ticket or with a monthly pass.

The key role of the professional from the Réseau de la Santé et des Services Sociaux

The role of the professional is very important. The forms attesting to an impairment that are completed by the professional must contain enough information to answer the following questions:

- Is the impairment significant and permanent?
- Is the impairment severe enough with respect to mobility to justify the use of the paratransit service?
- Would the person be capable of using the public transit service after a rehabilitation period or after taking a training or familiarization program?

It is important for the forms to be completed correctly, otherwise the Admissions Committee cannot reach a decision. A new form will then have to be sent to the applicant and processing of the application will be delayed.



Who reviews the applications?

The application is reviewed by the Admissions Committee according to the criteria set out in the Paratransit Eligibility Policy from the Quebec Ministry of Transport. The committee meets once a month. It consists of representatives for disabled persons, the Réseau de la Santé et des Services Sociaux de l'Outaouais (Outaouais health and social services network) and the STO.

The committee's decision must be unanimous and is conveyed to the applicant in writing within a few days of the meeting. Persons declared eligible for paratransit receive a copy of the User's Guide containing all the relevant information required to understand how the service operates and the rights and responsibilities of each person involved.

Applicants who do not agree with the decision made by the Admissions Committee may write to the Bureau de révision of the Quebec Ministry of Transport to request that the decision be reassessed.

What are the hours of service?

Paratransit service is available, if justified by demand, from 6:30 am to 12:30 am (half past midnight), seven days a week.