



Transports Accès inc. is a public transportation operator for persons with disabilities.

TRANSPORTS ACCÈS INC.
Service de transport adapté

Service is provided within the limits of those municipalities who contribute to the financing of our activities, including Beauharnois, Chateauguay, Lery, and Mercier.



info : 450 699-1077

USER'S GUIDE
2010 EDITION

SERVICE

As minibus owner and operator, Transports Accès inc. must comply with the safety requirements of Law 430. Therefore, our vehicles must drive on public roads only. Operators have been instructed not to enter private alleys or drive-ways.

Drivers are responsible for the safe transportation of passengers and the safety of assigned vehicles. They will provide assistance users, when boarding or exiting the vehicle, on the pavement or sidewalk adjacent to their pick up or destination address. They are not permitted to assist customers into or from houses, residences or buildings. Users who require additional assistance must provide their own attendant.

Taxi services may be approved by the eligibility committee under certain conditions determined by users' records, or if a trip is subject to operational requirements. In those cases, only Transport Accès inc. Dispatch Center is authorized to reserve taxis.

For passengers safety, Transports Accès inc. requires all mobility equipment to be in good functioning order to aboard a minibus. Wheelchairs must have hand-brakes, footrests, anti-tippers, and a lap strap. Motorized wheelchairs batteries must be fully charged, otherwise transportation will be refused.



RESERVATIONS

Users are invited to make their reservations as soon as possible. Call-in hours are Monday through Friday, from 8:00 a.m. until 4:00 p.m. Calling during those hours will help facilitate the service.

Reservations must be made by contacting Dispatch Center at least one business day prior to the desired pick up time for local trips (within transit-served municipalities), and two business days for out-of-area (metropolitan service) trips.

Dispatch Center will process reservations made for Tuesday to Saturday trips before 12:00 p.m. (noon) the day prior to the trip, and those made for Sunday and Monday trips, before 12:00 p.m. on the Friday prior to the trip.



By phone:
450 699-1077



By fax:
450 699-7305



By email:
taiadapte@hotmail.com



By Internet:
www.transportsaccés.com

When calling to schedule a trip, please be prepared to provide the following:

- Your name and identification number.
- The date and requested time of the pick-up and time of the return trip (if known).
- The exact destination address. Regardless of whether a return trip is pre-scheduled or on an on-call basis, users must always be available at the pick up location given upon reservation.
- If eligible, be sure to mention if you will be traveling with an attendant, so we can reserve an additional seat.
- Specify if you use any type of mobility device (cane, crutches, walker, wheelchair, trolley, scooter, etc.)

SERVICE HOURS

Monday to Friday.....7:00 a.m. to 11:00 p.m.
Saturday..... 10:00 a.m. to Midnight
Sunday..... 10:00 a.m. to 11:00 p.m.

HOLIDAYS

On holidays, the service will operate on a Sunday schedule.

The holidays are the following:

- New Year's Day
- Day after New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- Quebec National Holiday
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- Day after Christmas (Boxing Day)
- New Year's Eve



OUT-OF-AREA TRANSPORT

Transports Accès inc. occasionally provides out-of-area transport to Salaberry-de-Valleyfield for important medical appointments.

Upon boarding, the user must present a copy of the medical appointment form, which the driver will hand over to Transports Accès inc.

USER ID CARD

After admission, registered users each receive a *User's guide* and a *User ID card*.

Passengers must carry their user ID card whenever travelling outside the area registered for. Users will be granted a visitor status, by virtue of provincial recognition principle. Visitors must make an advance booking by contacting the paratransit operator providing service in the desired area, and must pay the fare charged.

A white rectangular card with a blue header. The header contains a wheelchair icon and the text 'TRANSPORT ACCES INC.' and 'Service de transport adapté'. Below the header are four horizontal lines for text entry, labeled 'Nom, Prénom:', 'No. de matricule:', and 'Officier délégué:'. At the bottom, there is a line for 'Réservations: (450) 659-0777' and an email address 'tsa@tpa101.com'.

CANCELLING A TRIP

To improve customer service, we require users to notify Dispatch Center of all schedule changes and cancellations.

If, for any reason, a ride has to be cancelled, the user must call Dispatch Center at least one hour prior to the scheduled pick-up time.

Likewise, return trips no longer required by a user - whether prescheduled, or on an on-call basis - must be cancelled by calling Dispatch Center. The rule applies to everyone, including foster homes residents.

Failure to give adequate notice of cancellation will result in a fee of five dollars (\$5.00) to be charged to the user. Transport service may also be suspended for as long as user refuses to pay the fee.

PAYMENT OPTIONS









Users must produce the required fare for transportation, either in cash (exact change), by ticket or by a monthly pass.

Booklets of ten (10) tickets are available for purchase aboard the minibus, or at our office.

Monthly passes go on sale on the 15th of the month prior to that for which the pass is valid. For example, customers can buy a January pass as early as December 15. Monthly passes are available at our accounting department. If their monthly pass has not been paid by the first day of the current month, users will have to pay cash for the fare, or use a ticket, until they hold a monthly pass.



IMPORTANT REMINDERS

-  Please be ready at least five (5) minutes before your scheduled ride time. To avoid inconveniencing other users once the vehicle arrives, the driver will wait no more than three (3) minutes.
-  Aboard the vehicle, all passengers have to wear a seatbelt at all times. Wheelchairs must be properly secured.
-  Transports Accès inc. expects respectful behaviour between drivers and users.
-  Smoking, eating and drinking is prohibited aboard vehicles.
-  Guide dogs and assistance dogs are allowed aboard vehicles. However, authorization must be granted by the eligibility committee.
-  The eligibility committee may decide that you must be accompanied at all times on your trips, for physical or medical assistance purposes. The committee will designate an attendant who will get on and off the vehicle at the same locations as you. Your attendant will travel free of charge.
-  The transportation service may be cancelled when the weather or other road conditions disrupt the use of the vehicles or compromise safety. Users who have requested a ride for that day will be contacted.
-  You may address comments, observations or complaints to Transports Accès inc. Dispatch Center. If the problem persists, please contact the management office in writing.

