

User guide for adapted transportation

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**Transport
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Welcome message

The Salaberry-de-Valleyfield Transit Corporation (STSV) and the eligibility committee welcome you aboard. Adapted transportation is a door-to-door service, with reservations required at least four (4) hours in advance, Monday through Saturday. The municipalities served are Coteau-du-Lac, Les Coteaux, Rivière-Beaudette, Saint-Louis-de-Gonzague, Saint-Polycarpe, Saint-Stanislas-de-Kotska, Saint-Zotique, and Salaberry-de-Valleyfield.

This guide aims to inform users about the operation of this adapted service offered by the STSV.

Admission

The eligibility process involves completing and submitting the "Application for Access to Adapted Transportation" form and its appendix, which the user must have completed by a healthcare professional. Simply send both documents to ta@stsv.ca. Upon receipt of the form, the application is submitted to the STSV eligibility committee. The file is then assessed according to the Ministry of Transport's (MTQ) adapted transportation eligibility policy. This form and its appendix are available on the Salaberry-de-Valleyfield transit authority's website (www.stsv.ca). You can also request that they be sent to you by mail or email.

Eligibility for adapted transportation

To be eligible for the adapted transportation service, the applicant must have mobility limitations that justify the use of such a service. At least three (3) of the following six (6) disabilities must be present in the applicant:

- 1) Inability to walk a distance of 400 meters on flat ground
- 2) Inability to climb a step 35 centimeters high with support, or inability to descend one without support
- 3) Inability to complete a journey using regular transportation due to extreme fatigue
- 4) Inability to orient oneself in time or space
- 5) Inability to control situations or behaviors that may be detrimental to one's own safety or that of others
- 6) Inability to communicate verbally or gesturally; however, this inability alone cannot be considered for the purposes of admission.

Pre-admission

The STSV can proceed with pre-admissions in order to offer the service as soon as possible, even before the committee has made a decision.

The application for admission is then evaluated by the admissions committee at its next meeting. Following this, the user's file is updated to reflect the user's specific needs and the services offered.

Service

The STSV's adapted transportation service is a specialized, door-to-door public transit service that operates by reservation only. Reservations can be made at least four hours in advance. Users are admitted according to the eligibility criteria for adapted transportation established by the Ministry of Transport (MTQ), and their companions, if applicable, may also use this service. The STSV reserves the right to choose the vehicle for the trip (regular vehicle, adapted vehicle, or minibus), as this choice must take into account the user's limitations and the available transportation resources.

Outside the territory

We also offer out-of-territory transport. A healthcare professional must complete the "Request for Out-of-Territory Transport" form and send it to ta@stsv.ca or houvellet@stsv.ca. The municipalities outside our territory are primarily Châteauguay, Huntingdon, Ormstown, and Vaudreuil.

Accompanying person

If the applicant is authorized to travel with an escort, the escort must indicate their presence at the time of booking. This escort must pay their fare according to the applicable rate schedule in cash, directly to the driver during transport. A parent with a disability may travel with their children under 14 years of age. Similarly, any child with a disability under 14 years of age must be accompanied by an adult and must travel with their parents (or a person responsible for them) and, if applicable, another immediate family member under 14 years of age.

Payment

No more cash payments in the vehicle for users. They must now contact the STSV to make their reservation and deposit money into their electronic account or opt for monthly billing. Electronic payment can be made by credit card or in person at an STSV office for cash, debit, or credit card payments.

If, for any reason, a penalty is incurred, payment will be automatically debited from the user's account. The user will be able to view their account statement in their electronic file.

Reservations

STSV services offer transportation every day of the week from 5:20 a.m. to 11:30 p.m. All reservations must be made by phone at 450-370-0155 or by email at ta@stsv.ca. Reservations made within this time frame must be at least 4 hours in advance. Only bookings made with our transport agents are accepted.

Reservations are possible from Monday to Saturday. In exceptional circumstances, a reservation may be made on Sunday.

For wheelchair users, Sunday transport is subject to availability and must be requested 24 hours in advance.

The service is provided by prioritizing work, school, medical care, and then leisure activities

TRANSPORTATION TIME SLOTS	
Work/school/medical	
Bloc 1	5:20 to 9:30 and
Bloc 2	14:00 to 15:30
Hobbies	
Bloc 1	9:30 am to 1:30 pm and
Bloc 2	3:00 pm to 9:00 pm

Information to provide when making your reservations

- ❖ Your name and user number
- ❖ The reason for transport (work, school, medical, leisure)
- ❖ The boarding and disembarking addresses
- ❖ The date and an approximate time ** depending on availability and priorities
- ❖ The return time (if medical, a call at the end of the appointment is sufficient)

FARE SCHEDULE

FOR ADAPTED TRANSPORT 2023



**Adapted
Transport**

TRAVEL WITHIN THE SAME MUNICIPALITY

Fare description	Regular fare	Reduced fare
1 trip	4,25 \$	2,75 \$
Monthly	115,00 \$	70,00 \$
No-show penalty	5,00 \$	

TRAVEL OUTSIDE YOUR MUNICIPALITY BUT WITHIN THE 8 MUNICIPALITIES

Rivière-Beaudette, Saint-Polycarpe, Saint-Zotique, Les Coteaux, Coteau-du-Lac, Salaberry-de-Valleyfield, Saint-Stanislas-de-Kostka and Saint-Louis-de-Gonzague

Fare description	Regular fare	Reduced fare
1 trip	8,00 \$	6,00 \$
Monthly	160,00 \$	95,00 \$
No-show penalty	5,00 \$	

ADAPTED TRANSPORT OUTSIDE THE TERRITORY

Beauharnois, Châteauguay, Ormstown, Huntingdon, Vaudreuil

Fare description	Regular fare	Reduced fare
1 trip - Outside territory	10,50 \$	7,50 \$
Monthly - Outside territory	175,00 \$	110,00 \$
No-show penalty	15,00 \$	
Montreal Transport (wheelchair only*) - 1 trip *Under certain conditions.	25,00 \$	

No-shows, cancellations and emergencies

Users must call at least one (1) hour before the scheduled boarding time to cancel a reservation by contacting the STSV. A penalty of five (5) dollars is imposed for each no-show (user not showing up for their trip without having cancelled) within the same municipality and for trips between two municipalities served by the STSV, and fifteen (15) dollars for trips outside the service area.

The imposition of the penalty compensates for having hindered the release of the time slot which could have been used by other users.

Luggage and shopping bag

Luggage and shopping bags are permitted provided their handling does not require the driver's intervention. Luggage is also permitted as long as the space required does not reduce or occupy a space normally occupied by a passenger or a mobility device (wheelchair, walker, etc.).

Hygiene

Personal hygiene must meet community standards for public places. Individuals with offensive body odor that leads to complaints from other passengers or drivers may be refused future transportation.

Accessibility

You must ensure that the pick-up and drop-off areas are accessible at both the departure and arrival points. In winter, pick-up and drop-off areas must always be cleared of snow. If you find that access is blocked and will not be cleared before the vehicle arrives, you must cancel your trip as soon as possible to avoid the driver making an unnecessary trip.

Security

You can count on the driver's assistance to board the vehicle, exit it, and cross the thresholds of the origin and destination locations. The driver is not authorized to use an elevator, escalator, or any unsafe staircase or ramp to pick you up or take you to your floor. A staff member or person responsible for a passenger must ensure that the passenger is in a condition that allows for safe travel.

Guide and assistance dog

The presence of a guide dog or assistance dog is permitted. However, the dog must have completed specific training provided by a recognized organization, such as MIRA. Dogs must not compromise the comfort and safety of other users of the adapted transportation service. The presence of one of these dogs does not replace a human companion if required. The guide dog must always wear its harness. You must mention the use of a guide or assistance dog with each booking.

Behavior

Passengers must behave respectfully and courteously while on board. Under no circumstances may passengers use physical or verbal violence, aggression, or any other form of misconduct towards the driver or other passengers. Any inappropriate behavior of a sexual nature will result in the suspension of the passenger's right to travel, pending a review of the case. Smoking, vaping, cannabis use, eating, and drinking are prohibited in the vehicle.

Comments

We encourage you to share your comments and suggestions by contacting us via email at info@stsv.ca or by phone. Our transportation agents will handle your comments discreetly and respectfully.

When submitting your comment, it is important to provide us with precise information (date, time, location, driver, etc.) so that we can fully understand the situation.

Inaccurate or incomplete information sometimes prevents us from providing adequate follow-up. Please provide us with your complete information, including your name and user number.

Contact us

Reservations Monday to Sunday, from 6:30 a.m. to 11:30 p.m. 450-370-

Phone 450-370-0155

Email ta@stsv.ca

Website www.stsv.ca

Comments info@stsv.ca

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