



TRANS-APPEL

TRANSPORT ADAPTÉ et COLLECTIF
MRC du VAL-SAINT-FRANÇOIS

QUALITY SERVICE POLICY

TRANSPORT ADAPTÉ
TRANSPORT COLLECTIF

ADOPTED BY ADMINISTRATION COUNCIL
2022, June 1st

PARATRANSIT

TRANS APPEL Paratransit is a door-to-door service. This means that in an apartment building, the limit is set to the entrance of the building. Our driver assists the user to reach the minibus, to come on board and to be seated. Our driver's offers the same assistance for the return trip.

Paratransit Features

Paratransit is different from regular transportation's service by its door-to-door service and that possibility to have a companion on board.

Door-to-Door service means that the driver helps the user from the door of his house, get on board, push the wheelchair, if needed, fasten the belt. It is the same procedure for the returning trip.

ATTENTION, Door to Door service means from the front door of your house to the front door of your destination's building. Our drivers are not authorized to get inside your house, neither from your apartment block.

All user can be accompanied on board of our Paratransit service. Reservation must be done for the user AND his guide. Payment is required for both user and guide.

COLLECTIF TRANSPORTATION

Collectif transportation is available to all citizen on Val-Saint-Francois MRC territory for any reason for travelling with us. There are 141 buses stops spread all over the MRC territory. All municipalities have, at least, one bus stop on their territory.

How works our collectif transportation's service

First, you must register on our web site: www.trans-appel.com IT IS FREE!

We need a 48 to 72 hours to set your registration before you can use our services.

Where are we going ?

We go to the following municipalities

Bonsecours
Cleveland
Kingsbury
Lawrenceville
Maricourt
Melbourne
Racine
Richmond
Saint-Claude

Saint-Denis-de-Brompton
Sainte-Anne-de-la-Rochelle
Saint-François-Xavier-de-Brompton
Stoke
Ulverton
Val-Joli
Valcourt Canton
Valcourt
Windsor

Out of MRC Val-Saint-Francois Territory

Every day travelling to Sherbrooke. We are not aloud to go anywhere in Sherbrooke. Mostly the commercial area, Hospital, Medical services, Dental clinics, Carrefour de l'Estrie, King Street stores.

RESERVATION PROCESS

All reservation must be made before 2½ pm the day before your transportation's needs. If you need transportation on Monday, you must call us before 2½ pm on Friday.

CONFIRMATION OF DEPARTURE TIME

The day before your transportation needs, our dispatcher will call you around 3 pm to tell you the exact time of your departure.

THE DAY OF YOUR TRANSPORTATION

You must be ready to get on board 10 minutes before your confirmed time.

SNOW, SNOWSTORM & FREEZING RAIN

In a security issue, all transportations will be cancelled in case of a snowstorm or a freezing rain. Our employees will be calling everyone on the day scheduled.

RETURNING ON CALL

In case of a medical appointment, you don't know the time you will get out of there. You will have to call at the office to get your return service.

Please note: It is important that you call at the office at the end of your appointment or ask the secretary at medical's office to do so. Because of our driver's schedules, we can not go back from Sherbrooke later than 4 pm.

CANCELLATION

You must call at the office as soon as possible for any cancellation. This may serve other users who needs transportation.

In any case, TRANS-APPEL may ask for full payment if the cancellation is made after 2½ pm the day before the transportation service needs.

WHEELCHAIR

In any cases: residence and destination must be accessible to people with reduced mobility.

ACCOMPANIST

You may need someone as an accompanist on our vehicle. You must mention it on reservation. All accompanist must pay the fare.

SECURITY

No eating, no drinking, no smoking and no vaping onboard. This is a high-level security issue.

All user must use seat belts at all time during the trip to their destination or back home. If you can't use your seat belt, you must provide a medical certificate.

A wheelchair's user must have a seat belt on his/her chair. They must buckle up all the time during the trip. Driver must check that everyone is attached.

TRANS-APPEL COMMITMENT

Nous nous engageons à offrir le meilleur service qui soit, mais la qualité de nos engagements dépend aussi de la bonne collaboration des usagers. Vous trouverez, ci-dessous, les engagements de Trans-Appel, ainsi que les attentes de Trans-Appel envers ses usagers.

	OUR commitment	Our EXPECTATIONS
BUS CLEANLINESS	<ul style="list-style-type: none"> - Clean bus - Clean & Safe Floor - Clean Windows - Clean Seats 	<ul style="list-style-type: none"> - Do not touch the Windows - Do not litter - Shake your boots - Call Trans-Appel's office if you have a cleaning issue
<p>In Winter, buses get dirty more quickly. Weather variations can cause dirt, Slush, Ice etc.</p>		
PONCTUALITY	<ul style="list-style-type: none"> - Our dispatcher confirms your transportation time, the day before your transportation needs around 3 pm - Driver must be there at previous time - Trans-Appel will call you in case of lateness 	<ul style="list-style-type: none"> - Be ready 10 minutes before your scheduled time. - Call Trans-Appel's office if your bus is late. - You must pay on boarding
<p>In Winter, buses can be late due to Storm, ice on road, accidents, road works. In any cases, trans-Appel will call you about any delay.</p>		
COURTESY	<ul style="list-style-type: none"> - A Respectful Welcome - Politeness - Refer you to Trans-Appel's Office when necessary 	<ul style="list-style-type: none"> - Have your money ready - You must pay the exact cost - Be nice with our drivers and other users on board
SAFE DRIVING	<ul style="list-style-type: none"> - Soft and mellow driving - Speed set through weather conditions - Respect for Driving rules 	<ul style="list-style-type: none"> - Any problem, Please call trans-Appel's office.

On December, a survey will be available online about our services.

Any questions, informations, complaints call us :

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819-845-2777 / toll free : 1-800-716-2777

www.trans-appel.com