



TRANS-APPEL

TRANSPORT ADAPTÉ et COLLECTIF
MRC du VAL-SAINT-FRANÇOIS

BUSINESS HOURS

| | |
|-----------|---------------------------|
| MONDAY | 8 am – Noon / 1 pm – 5 pm |
| TUESDAY | 8 am – Noon / 1 pm – 5 pm |
| WEDNESDAY | 8 am – Noon / 1 pm – 5 pm |
| THURSDAY | 8 am – Noon / 1 pm – 5 pm |
| FRIDAY | 8 am – Noon / 1 pm – 5 pm |

All reservations must be done BEFORE 2½ pm the day before your transportation's needs

| | | |
|--------------------|----------------------|------------------------|
| Bonsecours | Maricourt | Ste-Anne-de-Larochelle |
| Cleveland | Racine | Stoke |
| Melbourne Township | Richmond | Ulverton |
| Valcourt Township | St-Claude | Valcourt |
| Kingsbury | St-Denis-de-Brompton | Val-Joli |
| Lawrenceville | St-François-Xavier | Windsor |

www.trans-appel.com



TRANS-APPEL

TRANSPORT ADAPTÉ et COLLECTIF
MRC du VAL-SAINT-FRANÇOIS

USERS GUIDE FOR ADAPTED TRANSPORT

January 2020

TABLE OF CONTENTS

| | |
|----------------------------------|---|
| Purpose of this guide | 3 |
| Door to door service | 3 |
| Where are we going | 3 |
| Business Hours | 4 |
| Statutory Holidays | 4 |
| Reservation's process | 4 |
| Recurrent transportation needs | 4 |
| Returning on call | 5 |
| Modification/cancellation | 5 |
| Using our service | 5 |
| Accompanist/Security/Oxygen tank | 6 |
| Fee and Fare | 6 |
| Special cases | 7 |
| Special transportation services | 7 |
| Information | 7 |
| Suggestions/Complaints | 7 |

SPECIAL CASES

LUGGAGE & GROCERY BAGS

Our drivers do not carry any luggage, grocery bags or any shopping bags at any time. You must be sure that your stuff does not take extra space into our vehicle. You must be able to keep your stuff on your knees.

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.

CLEAN DRIVEWAY

All entrances and driveways must be clean and deglaze. For your safety and our driver's safety.

ADDRESS CHANGES

Please, make sure that we have your new address to avoid confusion.

SPECIAL TRANSPORTATION SERVICES

If you are living in a CHSLD, you must use their transportation's services for your medical needs.

Note: We may provide transportation for recreational and services purposes only.

INFORMATIONS, SUGGESTIONS,

For more details, please, call us: 819-845-2777 Toll free 1-800-716-2777

TRANS-APPEL INC.
54, St-Georges #204
Windsor (Québec) J1S 1J5
repartition@trans-appel.com

COMPLAINTS

Any complaints about our services, please, let us know :

TRANS-APPEL INC.
54, St-Georges #204
Windsor (Québec) J1S 1J5
direction@trans-appel.com

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.

OXYGEN TANK

If you need to have an oxygen tank at all time with you. It must be well fixed to your wheelchair or in a special carrier system. Please, mention it at our dispatch on reservation 's process.

FEE AND FARE

The user and his/her accompanist must pay the regular rate once coming on board. They must have the exact money. The rate is paid one way at a time. Two ways trip is a twice rate charge.

From and going to any cities and villages in Val Saint-Francois:

| For all users: | For accompanist |
|-----------------------|------------------------|
| One-way trip 3.50 \$ | One-way trip 3.50 \$ |
| Return trip 3.50 \$ | Return trip 3.50 \$ |

| From & going to Sherbrooke, All Users | For accompanist |
|--|------------------------|
| One-way trip 8.00 \$ | One-way trip 3.50 \$ |
| Return Trip 8.00 \$ | Return Trip 3.50 \$ |

PURPOSE OF THIS GUIDE

The adapted transportation service TRANS-APPEL exists in order to help disabled persons to meet their day to day transportations needs.

This guide aims to inform every user about the reservation process and use of this service.

It is very important to respect the rules on the following pages in order to provide a fair and efficient service to everyone.

DOOR TO DOOR SERVICE

TRANS APPEL adapted service 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.

WHERE ARE WE GOING

You may use TRANS-APPEL transportation services for any villages and cities within Val-Saint-Francois limits, which are:

| | | |
|----------------------|--------------------|-------------------------|
| Bonsecours | Cleveland | Kingsbury |
| Lawrenceville | Maricourt | Melbourne Township |
| Racine | Richmond | St-Claude |
| St-Denis-de-Brompton | St-Francois-Xavier | Ste-Anne-de-la-Rochelle |
| Stoke | Ulverton | Val-Joli |
| Valcourt | Valcourt Township | Windsor |

You may go to Sherbrooke. Whatsoever, we are aloud to go at specifics places:

Health Care

Medical appointment
Optician, dentist, psychologist, etc.

Services

Hairdresser
Grocery/Restaurant
Bank
Library

Recreational activities

Movie
Visiting a friend
Various citizen's club
Work/School
Hospital visits

Please note: We are offering transportation services on **Weekdays only**.

BUSINESS HOURS

Our office is open, Monday to Friday from 8 am to 5 pm. Office is closed on lunch time from noon to 1 pm.

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.

Our phone numbers: 819-845-2777 Toll free: 1-800-716-2777

STATUTORIES HOLIDAYS

Please note: Any reservation for transportation needs following a statutory holiday must be taken before 2½ pm the previous day.

| | |
|-------------------------------|-------------------------|
| January 1st | Canada Day |
| January 2nd | Labour Day |
| Good Friday | Thanksgiving |
| Easter Monday | Christmas |
| Patriots day (Victoria's day) | The day after Christmas |
| Quebec National day | |

RESERVATION PROCESS

In order to proceed with your reservation, we need the following information:

- Full name
- Transportation needed date
- The exact address of departure & destination
- If you have an appointment, the time you must be
- If you have specific needed: wheelchair, walker etc.
- Does someone is going as an accompanist

RECURRENT TRANSPORTATION NEEDED

If you need to get transportation on a regular basis, you may call at the office and set your information.

Our dispatcher will call you back to confirm your transportation's details. In case of cancellation, you must call at the office as soon as possible.

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.

MODIFICATION

Any modification request can be made BEFORE 2½ pm, the day before your transportation's needs.

Please note: NO modification will be accepted by the bus driver. You must call at the office for any changes to your service.

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.

USING OUR SERVICE

Person must be ready 10 minutes before the confirmed pick up time. If our vehicle gets more then 10 minutes late, please call at the office.

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.