



Société de transport  
de Sherbrooke

[www.sts.qc.ca](http://www.sts.qc.ca)

# **ADAPTED TRANSPORTATION USER'S RULES**

PREPARED BY  
TRANSPORTATION SERVICE

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## **INTRODUCTION**

STS adapted transportation service was created specifically to meet the transportation needs of people with disabilities previously accepted for transportation according to admission criteria identified in the adapted Transportation Admission Policy. Three types of vehicles are used: minibus, taxis and adapted taxis.

## **REGISTRATION FOR SERVICE**

To use the STS adapted transportation services, you are required:

- 1° To complete the Request for Admission Form, produced by Quebec Transportation Ministry; **all questions must be answered, join the required supporting documents.**
- 2° To complete the Medical Certificate Form as recommended.
- 3° Return both completed forms and supporting documents to the following address:

**Admission committee  
STS adapted transportation  
895, Cabana  
Sherbrooke (Quebec) J1K 2M3**

The committee is composed of the following members:

- ▶ One admission officer representing the organization mandated.
- ▶ Three representatives of people with reduced mobility.
- ▶ One representative of the Health and Social Services network.

To receive a Request for Admission Form along with the Medical Certificate Form, reach STS customer service: [service.clientele@sts.qc.ca](mailto:service.clientele@sts.qc.ca); 819 564-2687, or write to the postal address: 895, Cabana, Sherbrooke (QC) J1K 2M3

**If you already have a file, please inform the dispatch of any change of address or telephone number, by phone: 819 566-1848 or e-mail: [repartitionta@sts.qc.ca](mailto:repartitionta@sts.qc.ca), as soon as you are informed of your new coordinates.**

Rules concerning use of adapted transportation aim to provide all useful information for reservations, and for using minibuses and taxis.

Note that we offer accessible-door-to-accessible-door service to our customers. This means that for an apartment building, it is the entrance hall; the number of stairs must not exceed 3 consecutive exterior stairs.

Minibus or taxi drivers must give assistance to customers within these limits.

STS can offer additional assistance to customers. The latter must make a request to the admission committee which will evaluate the request.

**Assistance offered in these cases pertains to the following:**

1. lock up or unlock doors;
2. shut off or turn on lights;
3. help take off or put on coats.

**It is important to respect the rules mentioned in the following pages, in order to assure efficient and equitable service to all customers.**

## **TERRITORY COVERED**

The STS adapted transportation covers the territory of the city of Sherbrooke.

## **TRANSPORTATION SERVICE SCHEDULE**

### Minibuses and taxis:

Monday to Friday, 07:00 to midnight

Saturday and Sunday, 08:00 to midnight

On official holidays, the regular transportation schedule is automatically cancelled and replaced by occasional transportation schedule. Customers who wish to have transportation on those days must make a specific request for occasional transportation for that day.

### **STS Adapted Transportation holiday services are as follows:**

- ♦ New Year's Day : 09:00 to 23:00
- ♦ January 2nd : 10:00 to 23:00
- ♦ Good Friday : 08:00 to midnight
- ♦ Easter Monday : 08:00 to midnight
- ♦ Victoria Day : 08:00 to midnight
- ♦ Quebec National Holiday : 08:00 to midnight
- ♦ Canada Day : 08:00 to midnight
- ♦ Labour Day : 08:00 to midnight
- ♦ Thanksgiving Day : 08:00 to midnight
- ♦ Christmas Eve : 08:00 to 01:00
- ♦ Christmas Day : 09:00 to 23:00
- ♦ Boxing Day : 10:00 to 23:00

**On December 24th and 31st, the service ends its activities at 01:00 up to and including. It is to say that the last return will be made at 01:00.**

## **DISPATCHING SERVICE HOURS**

Monday through Friday : 07:00 to 18:00

Saturday, Sunday and  
official holidays : 08:00 to 12:00 and 13:00 to 16:00

Phone number during dispatch service hours: 819 566-1848

Fax: 819 564-7151

E-mail: [repartitiona@sts.qc.ca](mailto:repartitiona@sts.qc.ca)

## **Holidays with no dispatching service (use after hours service procedure)**

- ♦ Quebec National Holiday (June 24th)
- ♦ Christmas Eve (December 24th)
- ♦ Christmas Day (December 25th)
- ♦ New Year's Day (January 1st)
- ♦ Day after New Year's Day (January 2nd)
- ♦ Easter Sunday

**After 18:00 on week days or after 16:00 on weekends and official holidays, the minibus driver can be contacted at: 819 823-6147. This number should be used mainly for cancellations for the current day only. You cannot make reservation for transportation at this number.**

## **REQUEST FOR TRANSPORTATION ON A REGULAR BASIS**

Regular transportation means repetitive travels at set days, time and locations.

For example, Mr. Such: departure 09:00 from 1020, Any Street to the University; every Wednesday. Only one telephone call to the dispatcher is needed for this type of request, in order to advise the dispatcher of your needs.

**This request can be made no more than 14 days in advance.**

**If requests for transportation on a regular basis are cancelled or changed repeatedly, the STS reserves the right to change them to occasional transportation, after informing the customer of this change.**

**For customers going to institutions while under cancellation for a long period of time, a 10 days delay is required to re-establish or change their file into activities registered on a regular basis.**

If the dispatcher is not able to confirm regular a trip immediately upon request, he will organize an occasional trip for the first travel and call the customer to confirm the days and times allocated until a regular transportation schedule is established according to the request made.

**It is understood that once the request is confirmed, the customer cannot, in any way, change the destination.**

**To change a destination or departure time of a request, you must first cancel the request with the dispatcher and make another one for occasional transportation, from one week to 24 hours in advance. You must send your email or fax during the hours of service.**

**This rule also applies to change the time requested.**

## **REQUEST FOR OCCASIONAL TRANSPORTATION**

Occasional transportation means a one-way trip only or a round trip on a specific day. The minimum time spent by customer at a destination point is 30 minutes (for example: at the bank).

**Requests for occasional transportation are accepted for any day of the week. However, requests must be made from one week to 24 hours in advance. You must send your email or fax during the hours of service. Customers are asked to check if transportation for that same day has already been requested in order to prevent conflict with the new request.**

**Note that requests for transportation on the same day will be accepted only if a place is available. Priority will be given to trips for medical purposes or for those who want to pay respect to a deceased relative.**

## **PROCEDURES FOR RESERVATIONS**

**Phone number during dispatch service hours: 819 566-1848**

Fax: 819 564-7151

E-mail: [repartitionta@sts.qc.ca](mailto:repartitionta@sts.qc.ca)

Customer must advise the dispatcher if the request is for regular or occasional transportation.

To reserve transportation services, the following information must be provided:

- 1 Name of the customer
- 2 Desired day of travel
- 3 Address of departure
- 4 Exact address of destination (the destination must be accessible)
- 5 Mobility of the customer : ambulatory; manual or motorised wheelchair
- 6 Method of payment
- 7 Specify if the customer will be accompanied

With this information, the dispatcher will be able to plan the transportation services based on the availability of places for the time requested.

Usually, STS does not take into consideration the reasons for transportation of customers.

**However, in case of conflict of schedule, priority will be given to transportation for work, medical purposes, school or the death of a close relation.**

When confirmed, appointments with transportation services become a reservation and the customer is responsible for it.

Sometimes, STS may modify, by a few minutes, the time scheduled for transportation of the customer, in order to accommodate a larger number of people. In such cases, the dispatcher will advise the customer and will consider some special situations. The collaboration of customers on this subject will be appreciated.

## **CALL FOR RETURN TRIP**

**Phone number for return trips on call: 819 564-7785.**

**This number must not be used for reservation.**

For medical appointments or court appearances, or for exceptional reasons, return trips shall be provided upon phone call if the time of the return trip can not be established in advance.

**However, a customer whose return trip cannot be scheduled could have to wait until a vehicle is available. Maximum waiting time: 60 minutes.**

**In all other cases, the customer must schedule the time of his return.**

## **REQUEST FOR MODIFICATION**

The customer may request a change for a reservation that has already been registered.

**The dispatcher can modify a reservation as long as the service is available and as long as this modification does not disrupt the preparation of route scheduling.**

**If the dispatcher can not respect these conditions, the request for modification will be refused. The same applies for the request for transport on the same day; the customer will have then the choice to keep his original reservation or to cancel it.**

This measure is necessary in order to respect the planning of reservations made from one week to 24 hours in advance. All requests for services (reservations, modifications, etc.) must be completed, exclusively to the dispatching service, by phone: 819 566-1848 or by e-mail: [repartitionta@sts.qc.ca](mailto:repartitionta@sts.qc.ca)

## **CANCELLATION**

**During dispatch service hours: phone number 819 566-1848, press 1; fax: 819 564-7151; e-mail: [repartitionta@sts.qc.ca](mailto:repartitionta@sts.qc.ca)**

**After 18:00 weekdays, after 16:00 weekends and holidays: 819 823-6147.**

**It is compulsory for the customer to inform the dispatching service of a cancellation as soon as it is known; for example, an absence, an illness or a vacation. In the case of a customer's absence, the driver will inform the dispatcher who will automatically cancel the return trip. The customer who wishes to keep his return trip must make a new request to STS dispatcher who will grant it, according to the availability of transport that same day.**

This measure will prevent useless trips, and will allow other customers to benefit from the services.

**Any repeated unannounced cancellations could force STS to exclude the customer failing to keep reservations, for a period of time to be determined.**



## **ORGANIZATIONS**

Organizations who are planning an activity must contact the Adapted Transportation Services **by mail** at least 7 days in advance or sooner if possible (at the beginning of the year), in order to allow better planning for additional services required.

## **USE OF THE SERVICE**

The rules of use of the services apply to all kinds of transportation vehicles used by STS, minibuses, taxis and adapted taxis. Therefore, taxi drivers must notify the customer of their presence/arrival and assist customers when requested.

**Any demand request must be necessarily forwarded to the STS by phone: 819 566-1848; fax: 819 564-7151 or e-mail: [repartitionta@sts.qc.ca](mailto:repartitionta@sts.qc.ca).**

**To protect confidentiality of the movements of the customers, none request concerning transports will be accepted if it is formulated by means of the system of communication aboard the vehicles of the adapted transport.**

When the customer calls directly the taxi company, he pays the applicable cost of the company for the total trip.

## **PROCEDURES**

**The customer must be ready to board at least 10 minutes before the confirmed time of transportation.**

Minibus or taxi drivers must notify the customer of their presence by contacting the customer upon arrival, at most 10 minutes before the confirmed time.

**In the event the customer is not present, the driver will leave the departure point at the planned departure time, after having received the authorization from the dispatcher.**

## **THE 3-STEPS RULE**

**All departure and arrival locations must be accessible.** The customer must know in advance the number of exterior steps involved in his travels; when there are more than three consecutive steps including the landing, he must be able to go up alone or with the help of someone other than the driver. **Since adapted transportation is an accessible-door to accessible-door service, the driver is not authorized to climb interior staircases.**

The customer using a motorised wheelchair must travel to places with an access-ramp or where the door-sill is at ground level.

## **COMPULSORY ATTENDANT**

Compulsory attendance is determined by the members of the Admission committee.

A decision is taken according to the difficulties encountered by the customer while travelling. Examples: posture problems, insecurity or behavioural problems.

The attendant must be a responsible person at least 14 years old and able to give the person with reduced mobility the necessary assistance during the travel.

**In all cases of compulsory attendance, a seat in the vehicle is reserved for the attendant when the reservation is made and, in such cases, the attendant is exempted from paying for his transportation..**

## **COMPANION**

Some people do not necessarily require physical or psychological assistance during their travels, but nevertheless could have the possibility to have a companion when using adapted transportation services.

This companionship chosen by the person means that the companion **must pay his fare** and that adapted transportation services cannot guarantee a seat in the vehicle at time of reservations. However, Transportation service must, as soon as possible, confirm to the customer the place reserved for the person of his choice, for departure and return trips.

Finally, due to practical reasons, only one companion per admitted customer is authorized.

## **PARENTAL ATTENDANCE**

Any parent admitted to adapted transportation may travel with his child or children; as well, an admitted child may travel with one of his parents.

According to the principle of parental responsibility, any parent admitted to adapted transportation can be accompanied by his children who are 13 years-old and under.

Likewise, an admitted child of 13 years-old and under can be accompanied of one parent, as long as his presence does not allow the handicapped child to palliate his disabilities, and therefore prevent him from using public transportation.

**Also, any child of 5 years and under, admitted to adapted transportation services, is obliged to be accompanied by a responsible person of 14 years and more, during all his travels. This accompanying person must pay his fare.**

Finally, when a customer travels with a child or while being a parental attendant, the parent as well as the child of 5 years and older must pay their fare. Their place in the vehicle must be confirmed upon reservations.

## **SAFETY**

For safety reasons, all adapted transportation customers must fasten their seat belts in minibuses and taxis. Customers using a wheelchair must have a metal safety belt with security buckles fixed to his chair.

Before engaging on the hydraulic lift, the driver must check if the safety belt is well fastened.

If a customer can not attach his safety belt, the driver must do so for the customer.

Three-wheeled chairs are authorized on board adapted transportation vehicles unless otherwise notified. Customers using this kind of wheelchair must be able to board the lift alone with their wheelchair, but must transfer to one of the seats once on board.

**Three-wheeled chairs must have a safety belt with metal buckles as well as anchoring attachments to tie them to the floor of the vehicle.**

## **EMERGENCY SERVICES**

The STS will not take upon itself to carry empty and / or broken wheelchairs (2, 3 or 4 wheelers), except for the wheelchair of a customer admitted to a hospital who needs it while in the hospital.

## **LUGGAGE, GROCERY AND SHOPPING BAGS**

Only luggage or grocery or shopping bags which do not require driver's assistance or extra space in vehicles are accepted on board.

In all cases, grocery or shopping bags must be placed on the back of the wheelchair in a manner not to intervene with anchoring the wheelchair with straps. The STS reserves the right to inspect these at the time of entry in order to insure safety.

## **CLEARED ENTRANCE DURING WINTER**

Entrances, including paths and driveways, must be cleared of snow or ice, and abrasives must be spread on dangerous places before the arrival of the vehicle.

STS will evaluate location accessibility « case by case » for every request for transportation during a major storm.

However, for safety reasons, the STS reserves the right to stop any operations during a major storm or in any other circumstances requiring such action.

## **SNOW STORM OR FREEZING RAIN**

During a snow storm or freezing rain, customers will be informed of service cancellations through the local radio stations. However, The STS will assure return trips for customers who have already left their homes. Customers should inform the dispatcher if the entrance is not cleared.

## **NO SMOKING ON BOARD**

According to the law 84 concerning the protection of the non-smokers, and for safety measures, **it is strictly forbidden to smoke aboard all STS vehicles.** This rule applies to drivers, and any other person aboard vehicle.

## **FARE**

The customer pays the regular public transportation fare by presenting exact change, a token or monthly pass, upon boarding. The current STS fare chart is in effect.

**The customer pays for his travel upon boarding. Otherwise, the STS reserve the right to refuse access to the vehicle. This measure aims to encourage standardization.**

When paying cash, the customer must give the exact amount upon boarding since the driver does not make or give back any change in minibuses, and STS will not reimburse the difference from amount collected.

STS suggests that customers who use a pass to get the monthly label before the beginning of every month. This one is for sale from 20<sup>th</sup> day of the month preceding period of validity. It is possible, after agreement with the STS, that the monthly label be computerized.

## **COMPLAINTS, SUGGESTIONS, COMMENTS AND INFORMATION**

**Customers filing a complaint contribute to improving services and must not, in any way, fear to lose their right to adapted transportation.**

It is possible to file complaints, comments, suggestions or information requests by telephone, mail or e-mail at the following address:

Service à la clientèle  
Société de transport de Sherbrooke (STS)  
895, rue Cabana  
Sherbrooke (Québec) J1K 2M3  
Phone: 819 **564-2687**  
Office hours: Monday to Friday from 08:00 to 12:00 and 13:00 to 16:30  
e-mail: [service.clientele@sts.qc.ca](mailto:service.clientele@sts.qc.ca)

Upon request, customers can receive this information, on audio cassette or in characters adapted to the visually handicapped (French only).

## STS DEALERS (WHEELCHAIR ACCESSIBLE)



You can obtain tokens and monthly labels for pass at any of the following STS dealers:

### LENNOXVILLE



Université Bishop's (Book Store)..... rue College

### SHERBROOKE EST



Collège de Sherbrooke..... 475, rue du Parc



Pharmacie Uniprix Quatre-Saisons.....930, 13e Avenue Nord

### SHERBROOKE NORD



Pharmaprix Carrefour de l'Estrie..... 3050, boulevard de Portland

### SHERBROOKE OUEST



Coop. Université de Sherbrooke..... 2500, boulevard de l'Université



Pharmaprix Place Belvédère.....460, rue Belvédère Sud