

Edition 1.5

Customer Guide

Paratransit



exo

Table of contents

Welcome to exo paratransit!	2
About us	3
› Who is exo?	3
› What is paratransit?	3
Admission	4
› Your account	4
› Your card	5
› Moving?	5
› Travel companion	7
› Types of travel companion	7
› Account review	9
Travel	11
› Types of travel	11
› Your responsibilities and those of your driver	12
Rules	16
› Service interruptions	17
Reservations	18
exo network map	20
Have comments about our service?	22

Welcome to exo's paratransit service!

We're happy to have you as a customer. Before booking your trips, please take a moment to familiarize yourself with this guide, which will come in very handy.

It contains general information about our service, and you will learn about the current regulations and rules to follow.

We will make every effort to ensure we provide efficient, safe and friendly service every time you travel with us.

About us

Who is exo?

Exo operates the public transit network on the North and South Shores of Montréal. Our service offer includes paratransit and the suburban bus and train network.



Our mission

Moving people in an efficient and enjoyable manner.

What is paratransit?

Paratransit is a public transit service for disabled people. It provides door-to-door service and operates by reservation.

Only people eligible for paratransit may use this service. The eligibility criteria are established by the Government of Québec.

Travel takes place in buses and taxis (regular and adapted). The vehicle is selected by exo according to customer needs and available resources.

If a specific requirement is noted in your file, exo will do everything possible to meet your needs.

If no specific requirement is noted, exo will select the vehicle at our discretion.

Admission

Your account

Before becoming a paratransit customer, your account must be approved by the eligibility committee. Once approved, we will activate it.

Your account contains the information required to plan your trips. You are responsible for its content.

You must therefore inform us if:

- › You move
- › You change your phone number
- › You change mobility aid device
- › You have new accompaniment needs
- › Your medical condition changes



If you do not book any trips for two years, your account will be deactivated. To reactivate it, please contact us.

Your card

Once your account is activated, you will receive a paratransit card.

Keep it with you at all times during your trips. You must present it to the driver upon request.

Your paratransit card is also an OPUS card.

It allows you to :

- › Purchase transport fares, under certain conditions ;
- › Be accompanied for free, in the regular public transit network.

For further details or if you lose your card, please contact us.

Moving?

Within exo's territory

Advise us of your new address as soon as possible. We will reschedule the trips you already have planned.

Outside exo's territory


Upon request, we can forward your file to the appropriate paratransit service.



Travel companion

Upon accepting your eligibility, the committee will determine your accompaniment needs.

When making a reservation, you must always specify if you will be accompanied by a travel companion.


 A guide or service dog does not count as a travel companion.

Types of travel companion

Mandatory travel companion

Reserved for customers whose need has been specified in their account by the eligibility committee.

- › Travel companions deemed mandatory by the committee travel for free
- › They are guaranteed a seat in the vehicle
- › They must be age 14 or older
- › They must be able to provide any help the customer may need

 A customer who requires a mandatory companion may not travel in paratransit alone.

Temporary travel companion, to get familiar with the service

Certain customers may require a temporary travel companion. For example, when using the service for the first time or to learn a particular route.

- › This companion travels for free
- › They are guaranteed a seat in the vehicle
- › They must be an adult

Travel companion to provide assistance at the destination

When booking their trip, a customer may request to be accompanied for assistance at the destination, if their account shows they are entitled to this.

- › This companion must pay for their trip at the regular price
- › They are guaranteed a seat in the vehicle

Travel companion for parental responsibility Customers under age 14 may travel:

- › With their parent(s) or guardian(s)
AND
- › With members of their immediate family under age 14

A customer may also travel with their children under age 14.

- › Each companion must pay for their trip at the regular price
- › They are guaranteed a seat in the vehicle.



The same terms apply for the accompanying child, parent or guardian.

Optional travel companion

A customer may request to be accompanied on their trip without a specific reason.

- › This companion must pay for their trip at the regular price
- › They are not guaranteed a seat in the vehicle; priority goes to other types of travel companions
- › If your companion is refused, you will be notified before your trip

Unauthorized companion

Certain customers are considered to be able to use regular public transit when accompanied. These customers may not request a travel companion when using paratransit service.

Account review

If you disagree with a decision by the eligibility committee, you may request a review of your file.

If the eligibility committee upholds their decision, you may appeal your case to the review board.

Send your request to:

Bureau de révision

Ministère des Transports

**Direction générale du transport terrestre
et des personnes**

700, boulevard René-Lévesque Est, 15^e étage

Québec (Québec) G1R 5H1

Exo has no power over the decisions of the review board.




Travel

Types of travel

There are various types of travel:

Type of travel	Definition	Example
Regular travel	Recurring trip, at a fixed time and location	Every Tuesday and Wednesday, you take a class.
Occasional travel	A non-recurring trip on a specific day	On November 6, you are going to the mall.

Unauthorized travel

 Trips that are the responsibility of other government agencies.

Example : school transportation, trips between two establishments in the health network, etc.

Your responsibilities and those of your driver

To ensure your trip goes smoothly, both you and your driver have certain responsibilities:

Respect

Respect is a shared responsibility. Both you and your driver must treat one another with respect.



Exo will not tolerate any forms of violence, whether physical or verbal.

Punctuality

When making a reservation, exo will confirm a time slot during which your transportation will arrive.

Exo asks that drivers respect this time slot. You should also be ready when your transportation arrives.

Accessible locations

Your points of departure and arrival must be easily accessible. For example, please ensure that snow is properly removed from them in winter.

If not, your trip may be cancelled.



Does your point of departure or arrival have more than three consecutive stairs? Make sure you can get up and down them without the driver's assistance.

The driver's role

The driver's role begins at the door of the departure point and ends at the door of your arrival point.

Upon arrival

The driver will signal their arrival by presenting themselves at the door.

It is your responsibility to get to the door of your departure point. For residences with multiple dwellings, you must get to the building entrance.

Between the building and vehicle, the driver may help you if you require:

- › Pushing your wheelchair
- › Lending an arm for support

If necessary, the driver will help you get in and out of the vehicle.

At the destination

The driver will ensure you are attended to or inside before leaving.



The driver will not enter any buildings, however they may help you enter a building.

Seat belt

You must fasten your seat belt.

- › If you are not able to do so, the driver will fasten it for you
- › If you are in a wheelchair, its support belt will not protect you in the event of an accident; the vehicle's seat belt must always be fastened



The driver is the sole person responsible for operating the lift platform.

Parental responsibility

During their trip, children must travel in a car seat that is appropriate for their height and weight.



The car seat must meet the standards of the Highway Safety Code. For more information, refer to the Société de l'assurance automobile du Québec.

- › The seat must be provided by the child's parent(s) or guardian, who are also responsible for placing the child in the seat
- › Installing the seat in the vehicle is the driver's responsibility
- › The car seat may not remain in the vehicle between two trips

Mobility aid device

Your mobility aid device must meet safety standards.

Ensure that your mobility aid device:

- › Is 30 inches (76.2 cm) wide or less
- › Weighs 750 pounds (340 kg) or less, including your weight

If your device exceeds the standard weight or dimensions, please contact exo to validate its compliance.

If you have a wheelchair, it must be able to be secured to the floor at four anchor points. The driver is responsible for securing your chair.

If you have a three- or four-wheeled scooter, you must transfer yourself into the vehicle seat. This device must be stowed during the trip.



When making a reservation, you must always specify if you have a mobility aid device.

Is your wheelchair broken?

You may travel with an empty wheelchair, for repair purposes only.

- › Make sure you can move your chair without the driver's assistance
- › Drivers may not transport wheelchairs without their owner's presence



When making your reservation, you must mention that you are transporting an empty chair.

Rules

Tobacco and cannabis

Smoking and vaping is forbidden in vehicles.

Luggage, bags and other items

All items that take up additional space in the vehicle are forbidden, both inside the vehicle and in its truck. The driver will not carry your bags.



Have you considered using a delivery service for your groceries and other purchases?

Guide or service dogs and pets

Your guide or service dog must stay at your feet in the vehicle.



When making your reservation, you must always mention if an animal will be accompanying you.

Pets must be stored in a cage or travel bag. If the animal requires an additional seat in the vehicle, it is forbidden.

Oxygen tanks

If you travel with an oxygen tank, it must be properly secured.

- › A small oxygen tank may be secured in a bag designed for this purpose
- › A large oxygen tank must be secured by the driver on board the vehicle; it may also be secured to the owner's wheelchair with a suitable device



If you have an oxygen tank, you must mention it when making your reservation.

Tips

Paratransit is a public service. **Never tip the driver.**

Service interruptions

In certain exceptional cases, service may be interrupted. For example, during a storm that impacts road safety.

When this happens, an information message will be recorded on our phone line. If you are unsure if our service has been interrupted, you may call us to find out.

Reservations

You now know all about paratransit service and its rules, and you are ready to book your trips.

When making a reservation, you must:

- › Provide your name and customer ID number
- › Indicate the date and type of travel
- › Specify the exact addresses of your departure and destination (including the door number, if necessary)
- › Specify the time you wish to arrive at and return from the destination

You must also specify:

- › If you will be accompanied
- › If you have a guide or service dog
- › If you have a mobility aid device
- › Your method of payment

Once your reservation is completed, exo will take charge of your trip.

According to the reservations received, a route is planned to transport customers to their destination.

Travel is combined and vehicles are dispatched according to customer needs and available resources.

Modifying or cancelling a reservation

You may modify or cancel a reservation. However, please advise us as soon as possible.

If you are absent for the scheduled pickup without advising us, you may be charged a cash penalty.

All customers who cancel a trip must advise us, even if several other customers are travelling at the same time.

Returning earlier or later than scheduled

In certain special cases, you may call exo to return home earlier or later than scheduled in your reservation.

These special cases are:

- › A medical appointment
- › A court appearance
- › An election day
- › A wheelchair repair

For each reservation, you must still specify your return time, but in these special cases, you can change this time.

Always expect some waiting time for a vehicle to become available.



The driver cannot
change your
reservation.

 **Discover the exo
network map**

Have comments about our service?

Your comments are important to us! They help us assess the quality of our paratransit service, which allows us to improve it on a continual basis.

Contact exo

Telephone (toll-free):

1 877 433-4004

» transport.adapte@exo.quebec

South Shore of Montréal

255 Laurier Blvd., Suite 120

McMasterville, Québec J3G 0B7

North Shore of Montréal

83 Turgeon St., 2nd Floor

Sainte-Thérèse, Québec J7E 3H7

exo.quebec

