

Questions?

Contact us!
Our offices are open
Monday-Friday
7 a.m. to 12 p.m.
and 1 p.m. to 4 p.m.

450 263-7010 / 1 866 890-5242

**Service de transport adapté et collectif
de la MRC Brome-Missisquoi**
749, rue Principale
Cowansville (Quebec) J2K 1J8
transport@mrcbm.qc.ca

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USER'S GUIDE

PUBLIC TRANSIT



RÉGION VITICOLE,
VERTE ET EN SANTÉ

**450 263-7010
ou
1 866 890 - 5242**

Personal information

GENERAL :

Name : _____

Address : _____

Town : _____

URGENCE :

Notify : _____

MEDICAL:

Doctor: _____

Telephone: _____

Allergies: _____

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Words of welcome

Welcome to the Brome-Missisquoi MRC's public transit service! We are pleased to present this user's manual for our service. This manual will explain how the public transit service operates and will help you gain access to transportation that meets your needs.

The public transit system is growing quickly, and this manual allows you to access this service for all your transportation needs, whether they are related to medical appointments, work, school, or recreation.

It is important that you read this manual in order to learn how the service works, to be well-informed, and to be able to get the most out of the service, while avoiding confusion and misunderstandings.

This manual serves as a general reference for users. We hope it will meet your needs and answer all your questions; otherwise, please communicate with us directly.

Service de transport adapté et collectif

de la MRC Brome-Missisquoi

749, rue Principale

Cowansville (Quebec) J2K 1J8

Telephone: 450 263-7010

1-866 890-5242

E-mail: transport@mrcbm.qc.ca

Service offered

The **Brome-Missisquoi MRC's public transit service** offers a transportation service by taxi or by minibus shared by the paratransit service; it operates by reservation only.

Only registered members may use the public transit system. There are no eligibility criteria.

The transportation mode used for each trip (minibus or taxi) is at the discretion of the **Service de transport collectif de la MRC Brome-Missisquoi**. This decision takes into account the available resources.

Other means of transportation are available in the area. They are presented at the end of this manual, but for your information only; we are not responsible for these other services, and we do not manage reservations for them.

The various means of transportation available throughout the MRC:

Public transit routes

Shared service with the paratransit system

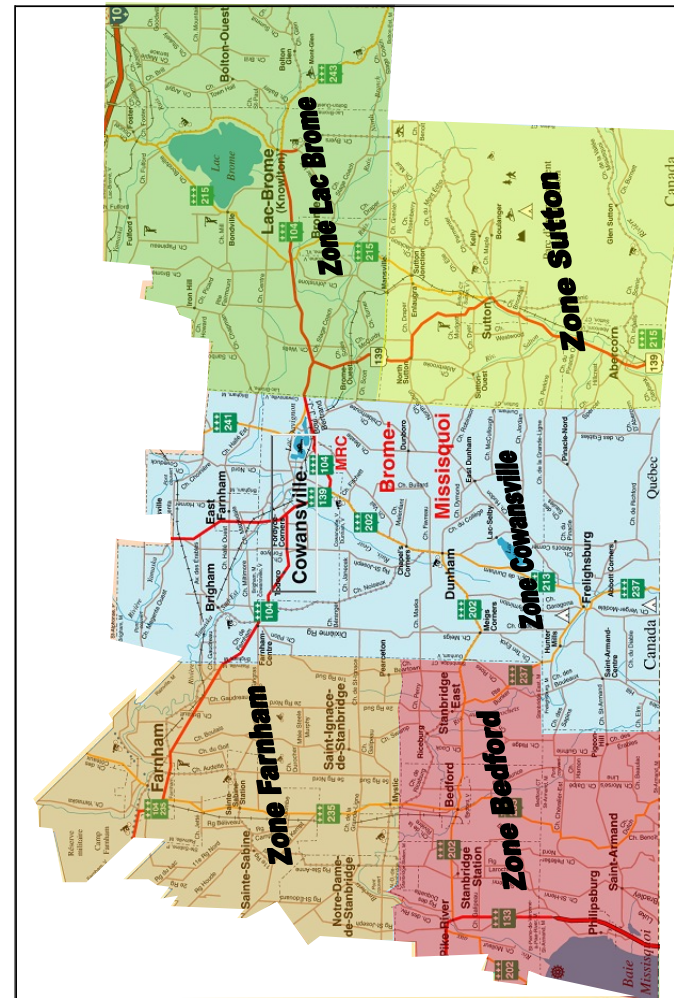
Group transportation

Intercity transportation by bus between Mansonville and Montreal, with stops in Brome Lake, Sutton, Cowansville, etc.

Transportation by volunteers

Carpooling

Map of the Brome-Missisquoi MRC's rate zones



Volunteer Transport

There are four (4) volunteer centres in the region, in Bedford, Cowansville, Farnham and Brome Lake. Voluntary accompaniment-transport does not have a fixed schedule. The volunteer centres must be contacted to learn the transportation possibilities.

Centre d'action bénévole de Bedford

450-248-2473

Areas covered: Bedford, Canton de Bedford, Notre-Dame-de-Stanbridge, Saint-Armand, Saint-Ignace-de-Stanbridge, Saint-Pierre-de-Véronne-à-Pike-River, Stanbridge-Station, Saint-Ignace-de-Stanbridge and Stanbridge-East

Centre d'action bénévole de Cowansville

450-263-3758

Areas covered: Brigham, Cowansville, Dunham, East-Farnham, Frelighsburg, Sutton, Town of Brome Lake

Centre d'action bénévole de Farnham

450-293-3265

Areas covered: Farnham, Sainte-Sabine

Wellness Group – Town of Brome Lake Community Services

450-242-2020

Areas covered: Town of Brome Lake, West Bolton, Brome

Coverage zone

Towns in coverage zone:

Abercorn	Notre-Dame-de-Stanbridge
Bedford (town)	Saint-Armand
Bedford (township)	Sainte-Sabine
Brigham	Saint-Ignace-de-Stanbridge
Cowansville	Saint-Pierre-de-Véronne-à-Pike-River
Dunham	Stanbridge East
East Farnham	Stanbridge Station
Farnham	Sutton (Glen Sutton)
Frelighsburg	Ange-Gardien (Rouville MRC)
	Brome
	West Brome

Customer service and dispatching

450 263-7010 or 1 866 890-5242

Monday-Friday:

7 a.m. to 12 p.m. and 1 p.m. to 4 p.m.

For further information, please see pages 14-15.

Regular transportation

A regular transportation trip is a booking that is repeated on the same day and at the same time each week. A regular itinerary will be programmed into our transportation software and you will no longer have to make a reservation for this trip, as long as its parameters remain unchanged.

For example: From Farnham to Cowansville every Tuesday and Friday at 8:30 a.m., with a return trip at 11:40 a.m.

To cancel a regular trip, we ask that you please **notify us as quickly as possible** (see below for information about modifying or cancelling a reservation).

Following a cancellation, your reservation for a

Occasional transportation

Your booking will be programmed into our transportation program. A telephone confirmation of the times will be made **only in case of any changes**; otherwise, you may presume you will be picked up at the scheduled time. **To cancel** an occasional trip, we ask that you please **notify us as quickly as possible**.

Carpooling

Carpooling transport is supported by the MRC, which is a member of the “Carpooling Network,” operated by “Covoiturage Montréal Inc.” On the Brome-Missisquoi MRC’s home page visitors will find a car symbol that will take them to the “Carpooling Network” web site.

(<http://brome-missisquoi.covoiture.ca/>).

The rides and the demand for rides remain at the discretion of the registered members.



Inter city transport by bus

Several interesting **rebates** are offered to students, those over 60 years of age, children under 12 years of age, one-day return trips, the purchase of a booklet of 10 tickets, etc.

To find out the exact **prices** per trip, the rider must contact Véolia Transport:

(1 877 348-5599).

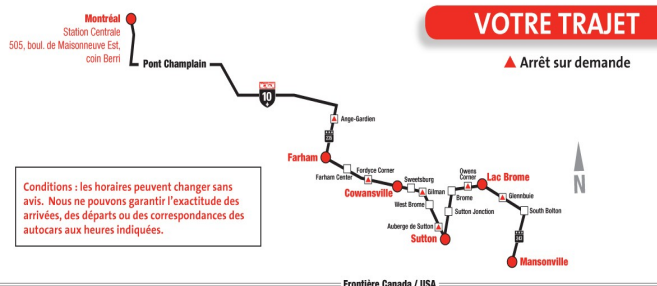
To find the **schedule** and the **route** visit the Véolia Transport web site (in French only):

http://www.veoliatransport.qc.ca/fr/tr_interurbain/trajet.php



VOTRE TRAJET

▲ Arrêt sur demande



Public transit routes - Schedule

The schedule for the public transit routes includes arrivals in Cowansville at 8:55 a.m. and 12:55 p.m., with starting points in any of the towns within the coverage zone. Daily departures from Cowansville are at 11:40 a.m. and 4:30 p.m., but reservations are required.

Users are provided with their trip times from the dispatcher at the time of booking; these times depend on the point of departure and on the destination.

Public transit routes - Destinations

St-Armand – Cowansville

Philipsburg (post office), **St-Armand** (town hall), **Freighsburg** (town hall), **Dunham** (fire hall), **Cowansville** (corner of routes 139 and 202, Massey-Vanier, the CLSC, Maison Nesbitt, and BMP Hospital).

Glen Sutton – Cowansville

Glen Sutton (Auberge Glen Sutton), **Abercorn** (town hall), **Sutton** (town hall, IGA, and corner of routes 139 and 104), **Cowansville** (corner of routes 139 and 202, Massey-Vanier, the CLSC, Maison Nesbitt, and BMP Hospital).

Sainte-Sabine – Cowansville

Ste-Sabine (town hall), **Farnham** (Péto Canada, Vidéotron and IGA, corner of St-Hilaire and St-Paul), **Cowansville** (corner of routes 139 and 202, Massey-Vanier, the CLSC, Maison Nesbitt, and BMP Hospital).

Public transit routes - Destinations

West Bolton – Cowansville

West Bolton (Cantine chez Bud), **Knowlton** (Mill Pond Village, Centre Lac Brome, St-Édouard chapel), **Brome** Village (Dépanneur Brome), **West Brome** (corner of routes 139 and 104), **Cowansville** (corner of routes 139 and 202, Massey-Vanier, the CLSC, Maison Nesbitt, and BMP Hospital).

Pike River - Cowansville

Pike River (town hall), **Stanbridge Station** (garage Dupont), **Bedford** (Ultramar station, corner of Cyr and Campbell, and post office), **Stanbridge East** (post office), **Dunham** (fire hall), **Cowansville** (corner of routes 139 and 202, Massey-Vanier, the CLSC, Maison Nesbitt, and BMP Hospital).

Notre-Dame-de-Stanbridge - Cowansville

Notre-Dame (church), **St-Ignace-de-Stanbridge** (town hall), **Bedford** (post office, corner of Cyr and Campbell), **Stanbridge East** (post office), **Dunham** (fire hall), **Cowansville** (corner of routes 139 and 202, Massey-Vanier, the CLSC, Maison Nesbitt, and BMP Hospital).

Brigham - Cowansville

Brigham (Dépanneur des Érables, corner of des Érables and Route 139), **East Farnham** (town hall), **Cowansville** (corner of routes 139 and 202, Massey-Vanier, the CLSC, Maison Nesbitt, and BMP Hospital)

Inter city transport by bus

Véolia Transport ensures an **inter city service in Brome-Missisquoi and to Montreal** seven (7) days a week with two (2) to three (3) departures and two (2) to three (3) returns per day. The population can therefore use the service to get around within the MRC's territory or go as far as Montreal.

The main towns serviced are **Brome Lake, Sutton, Cowansville and Farnham**. Other stops can be made upon request. Stops on request are not necessarily indicated in the regions (some places have signs, others do not). The rider who wishes to get on must be there about 10 minutes before the expected arrival of the bus and must wave to the driver when they see the vehicle (white with blue lines). The vehicle either has the number 54701, or 18801.

Complaints procedure

The public transit and paratransit service of the Brome-Missisquoi MRC is concerned with offering a quality service that meets the needs of its clients. However, the riders who experience dissatisfaction with the paratransit service are invited to make their comments, observations or complaints known.

In order to allow a continual improvement in our transportation service, the customer service has been authorized by the management, to welcome all comments or complaints that you wish to make and to ensure they are followed up on.

In writing:

Direction du service de transport adapté et collectif
de la MRC Brome-Missisquoi
749, rue Principale
Cowansville (Quebec)
J2K 1J8

By telephone:

450 263-7010 or 1 866 890-5242

By E-Mail:

transport@mrcbm.qc.ca



Shared transportation

The public transit system offers the possibility of a transportation pairing for anyone requiring a means of transportation; the schedules are the same as those for the paratransit system and the service is offered five days a week, regardless of the nature of the transportation need.

Regular routes have been established according to destination and schedule, from Monday through Friday.



In all cases, the service is offered if there is a possibility of pairing up, except for the public transit routes, which are always available by reservation and subject to the conditions set forth above.

Group transportation

The transit service is able to organize group transportation, for a minimum of four people, subject to vehicle availability and budgetary constraints, and only outside of regular hours of operation. See the section on booking procedures for further information

Statutory holidays with no transportation service

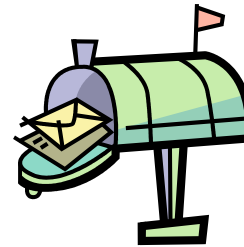
Days with no service (statutory holidays):

New Year's Day
Christmas Day

Changes to services

Hours of operation, Territory covered, Rates

When there are changes to the hours of service, rates or areas served, users will be advised by mail or publication in the media.



Procedure in case of extreme weather

When weather conditions are not favourable to carrying out safe transportation, it is possible the paratransit service will be suspended.

The decision to suspend the service is the responsibility of the management of the Brome-Missisquoi MRC paratransit service in cooperation with the carriers, if necessary.

If the road is slippery, snow-covered and not passable, we refuse to put riders and their designated drivers in danger.

In the event of the service being shut down, an announcement will be made on the MIX96-FM (96,5), CFXM-FM (104,9) CJAD-AM (800) radio stations.

You can also call our office at 450-263-7010 to check. A message will be on the paratransit service's answering machine.



Statutory holidays with no administrative services

The Brome-Missisquoi MRC's public transit and paratransit offices are closed on statutory holidays. We cannot take your calls on statutory holidays. We ask you, therefore, to book several days in advance.

Below is a complete list of the statutory holidays on which the services of our dispatch office will be unavailable.

January 1 and 2	Easter Monday
* Good Friday	* Fête nationale du Québec
* National <i>Patriotes</i> ' Day	* Labour Day
* Canada Day	* December 25-26
* Thanksgiving	*
* 	

The schedule may vary during the holiday season; users, therefore, must contact us to confirm it.

Rates and payment methods

Applicable rates are provided in the sleeve at the back of the manual.

PAYMENT METHODS

Cash

The client may pay his or her fare in cash.

Only exact change is accepted. Drivers do not make change.

Punch cards – 10 or 50 punches

Punch cards may be used for all trips within the MRC's public transit service coverage zone.

These cards must be paid for by cash or cheque directly to a driver, by mail, at the MRC's head office in Cowansville, or at the offices of the public transit and paratransit service in Farnham.

To buy a card directly from a driver, the user must notify the public transit service in advance. Cards are available in **10- or 50-punches** formats.

Unforeseen event

If you encounter an unusual delay (more than 15 minutes), you will have to contact the Brome-Missisquoi MRC paratransit service at

450 263-7010 / 1 866 890-5242

We will be able to inform you of the transportation situation. Outside of office hours call:

1 866 278-9538

In case of an accident

If an accident happens during a trip, the paratransit service will do everything possible to contact the rider's close friends or family. As well, the customer service will supply information to any rider who wishes to file a claim to the appropriate authorities.



Penalties

WHITE TRIP OR MULTIPLE DELAYS

- * Each white trip or delay will be charged to the rider according to the user fees in force. After three (3) repeated white trips or delays, there will be a suspension of transport of a week or more according to the frequency of use of the service.

NON-PAYMENT

Transport will be suspended until payment is received after three (3) incidents of non-payment; there will be a suspension of transport for a week or more according to the frequency of use of the service.

NSF CHEQUES

If a rider makes a payment with a bad cheque (non-sufficient funds), for the next trip they will have to pay an additional amount of \$15 (\$5 in NSF charges + \$10 in administrative fees). After two incidents there will be a suspension of a week or more depending on the frequency of use of the service.

BEHAVIOUR

Depending on the seriousness, the Brome-Missisquoi MRC paratransit service will try to find a solution to the problem with those involved. In the case of a repeat and/or a serious incident, the penalty may be the temporary suspension of a week or more depending on the case.

Rate zones

The service's coverage zone is divided into five rate zones. To travel within a zone, you must pay one trip, or one hole-punch, for a one-way trip. You must pay two or three trips or hole-punches to travel throughout two or three different zones.

Bedford

Bedford, Bedford Township, Stanbridge East, Stanbridge-Station, Saint-Armand, Saint-Pierre-de-Véronne-à-Pike-River.

Cowansville

Brigham, Cowansville, East Farnham, Frelighsburg, Dunham.

Farnham

Farnham, Notre-Dame-de-Stanbridge, Saint-Ignace-de-Stanbridge, Sainte-Sabine.

Town of Brome Lake

West Bolton, Town of Brome Lake, Brome

Sutton

Abercorn, Sutton, Glen Sutton

10 and 50 punch cards

1	Transport adapté et collectif de Brome-Missisquoi									
2	Titre de transport									
3	10 Déplacements internes									
4	Détenteur _____									
5	Émis le _____ No. 08 876									
6	Par _____									
7	6	7	8	9	10					

1	[50] 49 48 47 46 45 44 43 42 41 40 39																
2	Transport adapté et collectif de Brome-Missisquoi																
3	Titre de transport																
4	50 Déplacements internes																
5	Détenteur _____																
6	Émis le _____ No. 08 1003																
7	Par _____																
8	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28

Booking procedure

For each trip, you must reserve by calling:

450 263-7010 or 1 866 890-5242

Several types of transportation are offered:

Regular for a user

Reservations must be made **seven business days** prior to the date of the requested trip.

Occasional for a user

Reservations must be made **no later than noon** (12 p.m.) on the business day prior to the requested trip.

For trips on **Mondays**, you must reserve no later than noon (12 p.m.) on the Friday prior to the requested trip.

In the case of **statutory holidays**, we ask that you please reserve no later than noon (12 p.m.) on the business day prior to the holiday.

Occasional for a group

Four-person minimum, subject to budgetary considerations and vehicle availability, and only outside of regular hours of operation.

Reservations must be made **five business days** prior to the date of the requested trip.

LUGGAGE / PURCHASES

- * The presence of luggage and packages is allowed if their handling does not require the help of the driver and if they do not require additional space in the vehicle. They also must not block movement in the vehicle.

SEATBELTS

- * Wearing seatbelts is mandatory for all trips in these vehicles.

BOARDING

- * The rider must be ready 10 minutes before the scheduled boarding time.

PROPER BEHAVIOUR

- * The rider must show respect and civility towards the driver and other passengers and cannot unduly delay or harm the proper operation of the service.
- * The non-respect of one or the other of the policies could result in the immediate suspension of the person at fault.

TOBACCO AND FOOD

- * It is strictly forbidden to smoke in any of the transit service's vehicles.
- * It is strictly forbidden to eat or drink in any of the transit service's vehicles, except with special permission.

User's responsibilities

RESPECTING THE RESERVATION PROCEDURE

- * For all trips it is necessary to reserve a place in a vehicle. The rider must make their trip reservations according to the given guidelines. Reservations can only be made at the dispatch service.
- * The rider cannot make a reservation without a specific reason (as the case may be) and must cancel reservations that are no longer needed. All excursions (white trips) are billed to the rider according to the rate in force who neglects to cancel their trip.

Last minute reservations will not be accepted. The user must contact the paratransit service according to the reservation guidelines presented earlier.

ANIMALS

- * Companion animals must travel in closed cages supplied by the rider and must remain in their laps. This restriction does not apply to guide or assistance dogs.

Booking procedure

For all transportation reservations,
you must provide the following information:

User number

User's **first** and **last names**

Date of requested trip

Frequency of trip, if applicable

Boarding and drop-off points

Desired **time of arrival** at,
and **departure** from, destination

Presence of a **guide or helping dog**



For children

If you are travelling with a child requiring a car seat, you must provide your own car seat.

User's responsibilities

ready at the confirmed time

For all of your trips **you must be ready 10 minutes before the established departure time.** Unfortunately, there are sometimes unforeseen situations on the road, which could speed up or delay your trip. The drivers are not obliged to wait for a rider who is late.

Modification or cancellation of a reservation

Requests for **changes** must be made in the morning the day before the trip and for the **cancellation** of a reservation, we ask you to call as soon as possible.

450 263-7010 ou 1 866 890-5242

If you have a **major unforeseen problem outside of business hours** on the day of the trip, you must contact our emergency service:

1 866 278-9538

A driver cannot change a reservation without the agreement of the Brome-Missisquoi MRC paratransit service's dispatcher.

"White trips"

If the driver arrives at the planned stop and **you refuse to take your ride or you are not present at the time and place agreed upon, you will have a "white trip."**

When a driver comes to get you unnecessarily, the Brome-Missisquoi MRC public transit and paratransit service must pay the entire cost, without any compensation from the transport ministry. **The client must therefore pay for their ride even if they did not use the service** (according to the user rates in force).

We understand that this situation is rare and unforeseen. **We only tolerate three (3) "white trips" per year.**

If you make more than three (3) white trips you will be advised and suspended from the service for a week or more. A letter from the paratransit service will be sent to you.

We are counting on the cooperation of our users to avoid this situation.