

**CANADA
PROVINCE OF QUEBEC
DISTRICT OF GATINEAU
COLLINES-DE-L'OUTAOUAIS MRC
RÉGIE INTERMUNICIPALE DE TRANSPORT DES COLLINES (RITC)**

**BY-LAW NUMBER RM-22, AMENDING BY-LAWS RM-21 CONCERNING
RULES OF USE FOR USERS OF TRANSCOLLINES**

WHEREAS the Régie intermunicipale de transport des Collines and Transports adaptés et collectifs des Collines wish to establish the rules of use for users of the transportation service within the territory they serve;

WHEREAS the terms and conditions of service coordination and fare integration form the subject of an agreement signed between the Société de transport de l'Outaouais and the Régie intermunicipale de transport des Collines on December 4, 2014;

WHEREAS section 598 of the *Municipal Code of Québec*, CQLR, c. C-27.1 provides for the RITC to make by-laws for its internal management;

WHEREAS notice of motion to adopt this by-law was given on April 8, 2015;

WHEREAS [By-Law] RM-07-A was passed by the board of directors on May 13, 2015, by resolution number 15-59;

WHEREAS the necessary amendments were passed on December 31, 2015;

WHEREAS the notice of motion was given on January 27, 2016, by Gaétan Thibault, councillor of the municipality of Val-des-Monts and director of the RITC;

WHEREAS the notice of motion to adopt By-law RM-12 has been posted;

WHEREAS the notice of motion was given on September 26, 2018, by Claude Bergeron, councillor of the municipality of Val-des-Monts and director of the RITC;

WHEREAS amendments to the rules of use for users are necessary following the addition of the new demand-responsive transportation service;

WHEREAS new technologies have been made available for users;

WHEREAS the notice of motion given on November 30, 2022 by Claude Bergeron, councillor of the municipality of Val-des-Monts and Vice President of the RITC;

WHEREAS the increase of verbal harassment instances and the harshening of users' comments towards Transcollines staff and carrier employees involved in transport services;

WHEREAS the notice of motion given on September 27, 2023 by Mr. Francis Beausoleil, councilor of the municipality of La Pêche and President of the RITC;

CONSEQUENTLY, the board of directors orders and decrees as follows:

ARTICLE 1 – PREAMBLE

The preamble forms an integral part of this by-law.

ARTICLE 2 – TERRITORY SERVED

The territory served by Transcollines in public transport and on demand service includes the municipalities of Cantley, Chelsea, La Pêche and Val-des-Monts, as well as any other municipality that becomes a member of the RITC or is

served by it by agreement. The service includes connections to points located in the territory of the City of Gatineau and other surrounding municipalities.

The territory served by Transcollines rural public transport and paratransit, includes the municipalities of the Collines-de-l'Outaouais MRC. Connections to other territories can be made.

ARTICLE 3 – DEFINITIONS

In these regulations, unless the context indicates otherwise, the terms that follow have the following meanings:

a) "**Guide dog**" or "**service dog**": a dog trained to guide or assist a person with a disability;

b) "**facility**": a parking lot, rolling stock interchange, station or any other building or structure owned or operated by Transcollines, whether as a landlord, tenant or otherwise, including any kiosk, roadway, platform, switching area, waiting area, ticket office or other building attached to such building or structure; and for the purposes of this by-law, a shelter, bus shelter or sign post owned or leased by Transcollines shall be deemed to be a facility;

c) "**rolling stock**": a bus, minibus or other vehicle used for the transportation of persons, by or for Transcollines, including any vehicle used by Transcollines personnel;

d) "**handicapped person**" or "**disabled person**": any person who suffers from a disability within the meaning of section 1 paragraph g) of the *Act to ensure the exercise of the rights of handicapped persons with a view to their educational, occupational and social integration*, CQLR, c. E-20.1;

e) "**personnel**": an employee, a representative of Transcollines or a person authorized by law to act as an inspector;

f) "**Régie**" or "**RITC**": the Régie intermunicipale de transport des Collines;

g) "**ticket**": a transportation document recognized as valid by the Régie within the meaning of By-law RM-07B *concernant les titres de transport du réseau de la Régie intermunicipale des transports de Collines* [concerning transportation tickets for the Régie intermunicipale des transports de Collines];

h) "**Transcollines**": the name used for the Régie intermunicipale de transport des Collines and Transports adaptés et collectifs des Collines;

i) "**Carrier**": a company that has entered into a service agreement with Transcollines for service in the territory it serves;

J) « **regular vehicles** »: a car or a van, such as a taxi, that is used by or for Transcollines to transport people.

ARTICLE 4 – OBJECTIVE

This by-law establishes standards for the safety and conduct of persons in or on facilities and rolling stock operated by or for Transcollines.

ARTICLE 5 – GENERAL RIGHTS OF USERS

Subject to law and the associated regulations, all persons have the right to use the Transcollines transportation system in comfort and safety.

ARTICLE 6 – TICKETS

Every person on board the rolling stock of the Régie must have in their possession, at all times, a valid ticket in accordance with By-law RM-07B

concernant les titres de transport du réseau de la Régie intermunicipale des transports de Collines [concerning transportation tickets for the Régie intermunicipale des transports de Collines].

ARTICLE 7 – PROPERTY

No unauthorized person shall operate or drive the rolling stock of Transcollines or its carriers or use any apparatus or device belonging to the facilities of Transcollines or its carriers that is not for the use of passengers.

Equipment and devices for the use of passengers shall be used only in accordance with the directives posted by Transcollines and as directed by the personnel of its authorized carriers.

It is forbidden to be present or to move about without authorization in the areas reserved exclusively for the personnel of Transcollines or its carriers, or on the properties of Transcollines.

Transcollines assumes no responsibility for any loss, damage, theft, accident or otherwise to a vehicle or its contents when in or on a facility.

ARTICLE 8 – CIVILITY

In or on a facility (in person, by phone or by email) or rolling stock, no person shall:

- a) obstruct or impede the free flow of persons, including by standing, roaming, loitering, depositing or carrying a bag, container or other object;
- b) lie or recline on a bench, seat or floor or occupy the space of more than one person;
- c) place a foot on a bench or seat or place on a bench or seat any object or substance that is likely to soil it;
- d) disobey any directive or pictogram posted by Transcollines;
- e) refuse to move when requested to do so by Transcollines personnel;
- f) consume alcoholic beverages or drugs, or have an open object containing alcoholic beverages;
- g) delay or interfere with the work of Transcollines personnel;
- h) unless authorized, perform any musical or lyrical work or otherwise give a show or other performance;
- i) unless authorized, solicit or collect any gift, alms or other similar benefit;
- j) unless authorized, offer for sale or lease any service or property, or otherwise display, distribute, exhibit or advertise any service or property by posting signs;
- k) unless authorized, solicit or collect signatures;
- l) unless authorized, conduct surveys, polls, investigations or other studies involving the solicitation of information from users;
- m) unless authorized, display, offer or distribute any book, newspaper, pamphlet, leaflet or other printed matter, or place or deposit any such printed matter;
- n) use a courtesy seat, identified for this purpose, reserved for persons with disabilities, seniors, pregnant women and persons with reduced mobility

without meeting these conditions, or fail to give up such a seat to persons for whom it is reserved;

o) carry or consume food that is excessively odorous. The user must end any consumption of such food outside the rolling stock.

p) discriminate, harass and act aggressively towards any staff;

q) insult, insult or provoke, by words or gestures, the staff in the exercise of their duties.

ARTICLE 9 – SAFETY

In or on a facility or rolling stock, no person shall:

a) be present in or move about an area reserved for personnel;

b) be present in or on or move about in or on any track, road or switching area reserved exclusively for rolling stock;

c) handle or use, except in an emergency and in accordance with the instructions for such an apparatus or device, a fire extinguisher, fire hose, alarm system, emergency brake, emergency exit or any other apparatus or device that is clearly intended to be used only for the purpose of safeguarding property and persons in an emergency;

d) operate, use or drive in any manner any device, apparatus, equipment or vehicle that is reserved for the use of personnel;

e) unless authorized, move any sign, pictogram, poster, easel, fence, security cord or other similar object;

f) be in possession of any explosive or pyrotechnic material, any firearm, except for police officers or other authorized persons in the performance of their duties, or any gas, liquid or other material that is dangerous or gives off a foul odour;

g) light any lighter, match or other device that causes a flame or spark;

h) shout, sing, heckle, swear, use abusive or obscene language, perform immoral or indecent acts, loiter, engage in an altercation or any other form of disturbance or demonstration or generally cause annoyance to other passengers;

i) operate on board the rolling stock any radio other than that of the rolling stock, any amplifier, tape recorder or other similar device in such a way that it emits a sound audible to others or play a musical instrument. Cell phone use must be done with respect for others;

j) carry on their person or with them any knife, sword, machete or other similar object that may be used as a weapon;

k) use a laser pointer or other similar object;

l) be shirtless or barefoot;

m) access the roof of rolling stock or a facility;

n) wear ice skates, roller blades, roller skates or other similar objects;

(o) use a skateboard, scooter or other similar object;

- p) perform any maneuvers or actions within the rolling stock that would result in the vehicle pitching;
- q) delay in any manner the departure of rolling stock or impede its movement, including preventing or delaying the closing of any door on such rolling stock;
- r) board or alight from the rolling stock while it is in motion;
- s) cling to the outside of the rolling stock;
- t) pass any property, object or body part through the doors and windows of moving rolling stock;
- u) except when necessary, use, open, pass through or operate the opening mechanism of an emergency exit of rolling stock;
- v) endanger the safety of persons or rolling stock, including by depositing or carrying a bag, container or other object;
- w) climb or attempt to climb into rolling stock through a window;
- x) board or attempt to board rolling stock through the rear door, except when boarding a person in a wheelchair or with the consent of a member of the personnel;
- y) behave in such a manner as to prevent the driver from having control of the rolling stock or to interfere with the driver's duties;
- z) clutter the aisle or take up extra space with a backpack or any other object.

ARTICLE 10 – OTHER SAFETY MEASURES

All persons on board the rolling stock must move to the rear so as to clear the designated safety area at the front of the vehicle.

ARTICLE 11 – STROLLERS AND WALKERS

It is forbidden to leave a child alone in a stroller or baby carriage inside the rolling stock and it is the responsibility of the parent/accompanying person to hold the stroller, if necessary.

For conventional buses and minibuses, the stroller must be folded for boarding and travel and stored close to the person so as not to impede the movement of people. For regular vehicles, strollers must be folded and installed in the rear trunk and must be added in the equipment section beforehand when requesting a reservation, if applicable.

Walkers and baby carriages should be stored close to the person so as not to impede the movement of people.

Persons travelling with one of these devices must ensure that they can board the rolling stock without the assistance of the driver and, for safety reasons, the driver is not allowed to leave their post to assist the person inside the rolling stock.

ARTICLE 12 – BICYCLES

Transcollines provides its users with bicycle racks for the safe transportation of the equipment.

In order to ensure the safety of users, the transport of bicycles inside the rolling stock is prohibited, even if the bicycle racks are full, not in working order or missing. Users are invited to securely fasten their bicycles to the furniture provided at the bus shelters.

For regular vehicles equipped with bike racks, the user must add this option in the equipment section beforehand when requesting a reservation, if applicable.

During the winter months, bicycle rack mechanisms can freeze. Under these circumstances, the driver may refuse to install a bicycle in order to avoid delays or prevent equipment breakage.

The responsibility for properly securing the equipment is entirely that of the user and under no circumstances shall Transcollines, its contractor or the owner of the premises be held responsible for any damage caused by the use of the bicycle racks.

ARTICLE 13 – SKIS, SNOWBOARDS AND OTHER BULKY OBJECTS

For conventional buses and minibuses, the transportation of skis, snowboards, unicycles, toboggans, sleds or any other bulky objects is permitted upon authorization of the driver; consent to transport such equipment will be at the sole discretion of the driver who may, at any time, refuse such request.

Users who are authorized by the driver to board with such equipment must transport them in a safe manner and keep them under control at all times. At all times, skis must be tied together and the transportation of bulky objects must not interfere with the movement of people within the rolling stock.

For regular vehicles equipped with a transport box, these items must be placed in the box and added to the equipment section in the reservation request, if applicable.

ARTICLE 14 – SKATES

Ice skates and roller skates are accepted at all times provided that they are fitted with blade guards or inserted in a bag designed for this purpose.

ARTICLE 15 – MUSICAL INSTRUMENTS

Musical instruments must be in a closed bag. At no time may these items interfere with the movement of people within the rolling stock.

ARTICLE 16 – INTEGRITY OF PROPERTY

In or on a facility or rolling stock, no person shall:

- a) move, replace, deface, damage or otherwise defile any signs, posters, advertisements or other materials;
- b) defile any property, including by depositing or abandoning any waste, paper, liquid or other refuse on the property other than in a garbage can or other receptacle designed to hold such refuse;
- c) affix or display any advertisement, board, pamphlet, sign or other object;
- d) make, affix, engrave or display any inscription, drawing, graffiti, tag, sticker or other figure;
- e) damage, tamper with or alter any property in such a way as to prevent or restrict its normal operation;
- f) throw or otherwise cause any object or liquid to be thrown at any person or property.

ARTICLE 17 – ANIMALS

In or on any facility or rolling stock, no person shall be with an animal or permit an animal to be present except in the following circumstances:

- a) the person is disabled and is accompanied by a guide dog or service dog, or the animal is a guide dog or service dog in training; or
- b) the animal is transported at all times in a closed cage or container duly designed for that purpose.

Users in rolling stock or on or in facilities with an animal must ensure that the animal does not inconvenience other passengers or soil the premises.

ARTICLE 18 – NO SMOKING

No person shall smoke or have in their possession any lighted tobacco or other lighted substance in a facility or in the rolling stock. No person shall use an electronic cigarette or similar device.

ARTICLE 19 – FACILITIES

In or on a facility, no person shall:

a) unless authorized or in case of necessity, be present or move about outside the hours of business or operation;

b) support a bicycle, unicycle, tricycle or other similar object, or any trailer that may be attached thereto, anywhere other than on the racks provided for that purpose, if any;

c) leave on the premises, for more than seventy-two (72) consecutive hours, a bicycle, unicycle, tricycle, motorcycle, moped or any other similar object, or any trailer that may be attached to one of the latter; after the seventy-two (72) hour period, any object listed herein shall be considered as lost and found, and to this end, Transcollines may dispose of it as it sees fit, after the period provided for, without any other notice or formality.

ARTICLE 20.1 – PREDETERMINED STOPS AND COURTESY STOPS

Users are invited to go to the predetermined stops in order to access the Transcollines service in a safe manner. However, for safety reasons, courtesy stops are permitted under certain circumstances. Although they are strongly encouraged to go to the predetermined stops, users may, with a wave of the hand, request a courtesy stop from the driver. It is the user's responsibility to ensure that the courtesy stop is requested at a safe location. The driver may decide at any time whether or not to grant the request. No courtesy stops are authorized on the territory of the City of Gatineau.

ARTICLE 20.2 – PREDETERMINED STOPS IN GATINEAU

Trips originating AND terminating in Gatineau shall be made exclusively by means of the STO service. Users may not board a Transcollines vehicle when it is travelling on the territory of Gatineau in the direction of Gatineau, nor may they disembark from a Transcollines vehicle when it is travelling on the territory of Gatineau in the direction of the Collines.

No courtesy stops are authorized on the territory of the City of Gatineau, where boarding and disembarking shall be done only at predetermined Transcollines stops identified by a sign.

ARTICLE 21 – WI-FI SERVICE

The Régie may, free of charge, provide its users with a Wi-Fi service that is available on buses equipped with such a service. This service is provided without any guarantee and the Régie is not responsible for consequences associated with an interruption of the service. Thus, technical failures or any other problem preventing access to the Wi-Fi service shall not entitle users to any compensation.

In no event shall the Régie be liable for any damages that may result from access to or use of the Wi-Fi service, including any deterioration or virus that may infect computer equipment or any other property.

In order to protect the privacy of users, no personally identifiable information will be disclosed, published, transmitted or sold to third parties, unless a search warrant or court order compels the Régie to do so.

ARTICLE 22 – WI-FI SERVICE – ARCHIVING

Without limiting the foregoing, the Régie may archive, without the user's permission and for statistical purposes only, the following information:

- a) the MAC address of the device used for the connection;
- b) the duration and the sites visited during each connection;
- c) the quantity of data transmitted during each connection.

No archiving of the content or the destination of the Wi-Fi traffic will be made. Exceptionally, its nature may be analyzed in order to locate a technical problem.

ARTICLE 23 – WI-FI SERVICE – RIGHTS OF THE RÉGIE

At all times, the Régie reserves the right to:

- a) block or limit access to certain ports or websites, including those of an illegal or pornographic nature;
- b) establish a bandwidth limit;
- c) block Wi-Fi access to users who have failed to comply with the stated responsibilities or attempted to avoid the control mechanisms through the use of multiple accounts or any other means;
- d) block outgoing SMTP connections.

ARTICLE 24 – WI-FI SERVICE – USER RESPONSIBILITIES

Users who wish to use the Régie's Wi-Fi service must comply with the following conditions:

- a) Have a mobile device with a wireless card in order to use the service.
- b) Use the service for temporary, roaming use. Recurrent or extensive use of the service from a home or work location constitutes misuse.
- c) Not use the service to perform illegal activities. The user assumes full responsibility for such use and agrees to compensate the Régie for any expenses that such use may cause.
- d) Not use sites that are pornographic or incite racial hatred, crimes and offences.
- e) Not transmit on the Internet any data that is prohibited, illicit, illegal, contrary to morality or public order and that infringes or is likely to infringe the rights of third parties and in particular intellectual, literary or artistic property rights.
- f) Not make illegal downloads, copies of software or CDs or DVDs protected by copyright or whose content is protected by copyright.
- g) Not make fraudulent, abusive or excessive use of the service, such as, in particular, voluntary or involuntary clogging of mail servers and/or e-mail recipients by spamming, bunk e-mail, junk e-mail or bombing, or of its network, or send messages necessarily generating a large number of responses, teasing or trolling, which could interrupt the availability of service.
- h) Be solely responsible for any direct or indirect, material or immaterial damage caused to third parties as a result of their use of the service.

- i) Not circumvent bandwidth usage control mechanisms by any means.
- j) Use secure protocols if they wish to protect their passwords and other confidential information, as the wireless connection offered is not encrypted.
- k) Respect other users and the personnel of the place where the service is used.
- l) Not relay or share, by any means whatsoever, the bandwidth offered.

ARTICLE 25 – RURAL PUBLIC TRANSPORT, PARATRANSIT AND ON-DEMAND SERVICES

Transcollines organizes a rural public transport and paratransit service for the member municipalities of the Collines-de-l'Outaouais MRC.

The paratransit service provided by Transcollines is a transportation service for persons approved by Transcollines according to the criteria contained in the Ministère des Transports du Québec's paratransit eligibility policy.

The rural public transport service is complementary to the regular routes of the Régie. Depending on the needs and resources available, Transcollines can offer various transportation solutions.

ARTICLE 26.1 – CONDITIONS OF PARATRANSIT SERVICE

Users who wish to take advantage of Transports adaptés et collectifs des Collines' paratransit service must comply with the following conditions:

- a) Make their reservation no more than 30 days in advance and no later than noon on the business day preceding the service. Cancellation of a request must be made in accordance with the same deadline.
- b) Make their reservation, pursuant to the criteria in the previous paragraph, via the transportation request module available on the Transcollines website and application. In exceptional cases, transportation requests can be made by telephone.
- c) Comply with the same terms and conditions in case of cancellation, failing which, a suspension of transport could take place after a certain number of cancellations;
- d) Provide all of the information necessary to perform the service, i.e. name and surname, required date of transport, exact addresses of departure and destination, desired times of arrival at destination and return, use of a wheelchair, three-wheeled or four-wheeled mobility scooter or other form of assistance or orthosis, authorized or unauthorized presence of an accompanying person with that person's name, age and gender.
- e) Be ready to board the vehicle 30 minutes before the scheduled time with the understanding that the driver will not wait more than 5 minutes after the time indicated on the trip sheet to leave the premises. If the user is absent and has not contacted dispatch in advance, the return trip will be automatically cancelled.
- f) Inform Transcollines immediately when rolling stock is more than 15 minutes late and respect the hours of service when transportation service is available.
- g) Wait at the front door if the user lives in a high-rise building, nursing home or other such facility.

h) In order to provide accessible-door to accessible-door service, at all times when transportation service is requested, the entrance door to the residence and the access road and parking area shall be kept free of obstructions and precipitation accumulation and maintained in a condition suitable for the movement of persons with reduced mobility or persons in wheelchairs, for example, by the application of abrasives, failing which the driver may refuse transportation service.

i) If access to the residence consists of more than three consecutive steps, be able to climb them alone or have someone other than the driver assist.

j) Ensure that ramps and access equipment comply with the standards set out in the Quebec Building Code.

k) Ensure that the three-wheeled or four-wheeled scooter or other type of wheelchair required by the user is no wider than 30 inches (76 cm) and no longer than 48 inches (122 cm) and has four attachment points.

l) Ensure that any child seats meet all safety regulations and are suitable for the size and weight of the child, and be able to provide and secure the seat in the rolling stock.

m) Be accompanied or ensure that someone other than the driver is present at the pick-up and drop-off points to assist if the parent or accompanying person is not physically able to perform any task related to the transportation of a child.

n) The only animals accepted on board the vehicles are guide dogs and service dogs. The user must first send Transcollines a certificate confirming that the dog has been trained by a recognized school, in Quebec or elsewhere, to act as a guide dog or service dog for a disabled person and that this training included a transportation component. The handler must always have control of the dog to ensure that it behaves properly. It is forbidden for the user to be accompanied by the dog on the lift. Small animals are also accepted on board paratransit service. However, they must be transported inside a secure cage, which does not take up additional space in the vehicle and is placed on the user's knees. In addition, the user must be able to take care of it themselves.

(o) Pay, on board the Transcollines rolling stock, the exact amount of the fare including parking fees, if any, failing which no money shall be returned to the user if the exact amount is not given.

(p) Have in their possession a maximum of four bags of groceries, shopping bags or pieces of luggage, provided that the user is able to load and unload them from the vehicle alone, without the assistance of the driver. The user must have full control of such items at all times during the trip.

q) Make sure the user has all their belongings with them, because at no time will the driver turn back.

r) Inform the driver of any special precautions required by the user's condition and of the particularities of access to the places of pick-up and drop-off.

s) Be courteous to the driver and other passengers and avoid distracting the driver to allow them to maintain full attention on the safe operation of the vehicle.

t) Ensure that the wheelchair is in good working order and that it is equipped with a regulation seatbelt, failing which the user will have to accept that of the carrier.

u) Do not attempt to board or alight from rolling stock alone if the user's condition is such that they normally require assistance to do so.

v) Secure themselves on board the rolling stock by using the lap belt and shoulder harness, if applicable.

w) Carefully maneuver the three-wheeled or four-wheeled scooter or wheelchair when boarding and disembarking and be accompanied if the user has two wheelchairs. Transcollines will not transport an unoccupied mobility scooter or wheelchair if the owner is not present.

x) When boarding at a shopping centre or other public building, wait for pick-up at the point where the user was dropped off.

y) Not be intoxicated or behave in a manner that could endanger the safety of other passengers or the driver, especially under the influence of alcohol or drugs.

ARTICLE 26.2 – CONDITIONS OF RURAL PUBLIC TRANSPORT SERVICE

Users wishing to take advantage of Transports adaptés et collectifs des Collines' rural public transport service must comply with the following conditions:

a) Make their reservation no more than 30 days in advance and no later than noon on the business day preceding the service. Cancellation of a request must be made in accordance with the same deadline.

b) Make their reservation, respecting the criteria in the previous paragraph, by telephone, e-mail or via the transportation request module available on the Transcollines website. The user must ensure that the request is received. A confirmation will be issued by Transcollines.

c) Comply with the same terms and conditions in case of cancellation, failing which, a suspension of transport could take place after a certain number of cancellations;

d) Provide all of the information necessary to perform the service, i.e. name and surname, required date of transport, exact addresses of departure and destination, desired times of arrival at destination and return, authorized or unauthorized presence of an accompanying person with that person's name, age and gender.

e) Be ready to board the vehicle 30 minutes before the scheduled time with the understanding that the driver will not wait more than 5 minutes after the time indicated on the trip sheet to leave the premises. If the user is absent and has not contacted dispatch in advance, the return trip will be automatically cancelled.

f) Inform Transcollines immediately when rolling stock is more than 15 minutes late and respect the hours of service when transportation service is available.

g) Wait at the front door if the user lives in a high-rise building, nursing home or other such facility.

h) In order to provide accessible-door to accessible-door service, at all times when transportation service is requested, the front door of the residence and the access road and parking area shall be kept free of obstructions or precipitation accumulation and maintained in a condition suitable for the movement of persons, for example, by applying abrasives, failing which the driver may refuse transportation service.

i) Ensure that child seats meet all safety regulations and are appropriate for the size and weight of the child, and be able to provide and secure the seat on board the rolling stock.

j) Pay, on board the Transcollines rolling stock, the exact amount of the fare including parking fees, if any, failing which no money shall be returned to the user if the exact amount is not given.

k) Have in their possession no more than four bags of groceries, shopping bags or pieces of luggage, provided that the user is able to load and unload them from the vehicle alone, without the assistance of the driver. The user must have full control of such items at all times during the trip.

l) Make sure the user has all their belongings with them, because at no time will the driver turn back.

m) Inform the driver of any special precautions required by the user's condition and of the particularities of access to the places of pick-up and drop-off.

n) Be courteous to the driver and other passengers and avoid distracting the driver to allow them to maintain full attention on the safe operation of the vehicle.

o) Do not attempt to board or alight from rolling stock alone if the user's condition is such that they normally require assistance to do so.

p) Secure themselves on board the rolling stock using the lap belt and shoulder harness, if applicable.

q) When boarding at a shopping centre or other public building, wait for pick-up at the point where the user was dropped off.

r) Not be intoxicated or behave in a manner that could endanger the safety of other passengers or the driver, particularly under the influence of alcoholic beverages or drugs.

ARTICLE 26.3 - CONDITIONS OF THE ON- DEMAND SERVICE

User who wishes to enjoy the demand-responsive service must meet the following conditions:

a) Make their reservation between 2 hours and 30 days in advance. The user must have an account in their name and must make their reservations from this same account.

B) Make their cancellation at least 1h30 in advance. In the event of failure to be present three (3) times at the agreed time and place, without having first cancelled their reservation within the prescribed time, Transcollines reserves the right to suspend access to services for a period of 30 days.

c) Make their reservation, respecting the criteria stated in the previous paragraph, via the transportation request module available on the Transcollines website and application. In exceptional cases, transportation requests can be made by telephone.

d) Be at least 12 years old and over. Minors under 12 must be accompanied by a legal representative or responsible adult.

e) Be ready to board the vehicle at the time confirmed by Transcollines. The driver will not wait more than 5 minutes after the confirmed time to leave the premises.

f) Immediately inform Transcollines when the regular vehicle is more than 15 minutes late.

g) Only have one grocery, shopping bag or luggage in your possession and have full control of it at all times during the trip.

ARTICLE 27 – PARATRANSIT – ELIGIBILITY

To be eligible for the paratransit service offered by Transcollines, the person must:

a) meet the criteria contained in the Ministère des Transports du Québec's paratransit eligibility policy;

b) submit an application to Transcollines, using the prescribed forms;

c) be approved by the Eligibility Committee.

ARTICLE 28 – PARATRANSIT – ELIGIBILITY COMMITTEE

The Eligibility Committee shall:

a) meet monthly, or as needed, to consider new applications and review files of users whose permits have expired;

b) render a unanimous decision and communicate it to the applicant in writing;

c) after the decision has been made, reconsider its decision only if new facts justify it.

However, if a person disagrees with the decision made by the Eligibility Committee, he or she may request in writing that the Bureau de révision of the Ministère des Transports du Québec review the decision.

ARTICLE 29 – PARATRANSIT – TYPES OF ADMISSION

For paratransit service, the types of eligibility approved by the Eligibility Committee are as follows:

a) Permanent eligibility (for an unlimited period), which is usually granted when the committee considers that the applicant will not be able to use any type of transportation other than paratransit for their travel needs, even with training or familiarization.

b) Temporary eligibility (between 6 months and 18 months), which is usually granted when the committee is unable to grant permanent status because it is awaiting the results of a program of rehabilitation, orientation, mobility or learning to use means of transportation other than paratransit.

Upon expiration of the temporary permit, the Committee will review the file based on the assessment of the user's abilities and will then grant permanent, temporary, seasonal or partial eligibility or will refuse eligibility.

c) Seasonal eligibility, which is generally granted when the user can use paratransit only during the winter (December 1 to April 30), because the limitations the user experiences during the other periods of the year do not justify the use of paratransit.

d) Partial eligibility, which is usually granted when a person is unable to make certain trips.

Disabled persons who are eligible for paratransit in their respective regions and who are temporarily residing in the territory served by Transcollines may use the local paratransit service, subject to the availability of the service, provided that they meet the obligations of this by-law.

ARTICLE 30 – PARATRANSIT – ACCOMPANIMENT

When studying an application, the Eligibility Committee will determine whether the user is entitled to be accompanied when travelling. The types of accompaniment are as follows:

a) Mandatory accompaniment, which is granted if the user requires medical assistance during travel. The person accompanying this user travels free of charge.

b) Optional accompaniment, which is granted to passengers with motor or organic disabilities. However, Transcollines will only allow accompaniment if there is space available in the rolling stock. The accompanying person authorized on an optional basis must always pay for their passage.

c) Parental responsibility escort, which is granted to eligible users who are able to travel with their child or children under the age of 14 years in order to fulfill their parental responsibilities. The person accompanying such a user travels free of charge.

ARTICLE 31 – PARATRANSIT – ACCOMPANIMENT – OTHER PROVISIONS

Accompaniment is not permitted if the Eligibility Committee determines that the presence of an accompanying person would render the user able to take transportation other than paratransit.

When picking up the passenger, the driver shall not accept the accompanying person if the person is not registered on the trip sheet.

The accompanying person must be 14 years of age or older and be able to assist the passenger at the time of pick-up, during the trip and at the destination. They must have the same pick-up and drop-off points as the passenger they are accompanying, which means that it is the responsibility of the accompanying person to ensure that they can continue their journey by their own means once they arrive at the destination, as the return trip cannot be guaranteed by Transcollines. Finally, it is the user's responsibility to identify the accompanying person and to ensure that the person is present at the time of the scheduled pick-up.

A user who is a child 5 years of age or younger must be accompanied at all times by a person 14 years of age or older. The child travels free of charge, but the person accompanying the child must pay the fare, if applicable.

ARTICLE 32 – RURAL PUBLIC TRANSPORT – ELIGIBILITY

To be eligible for the rural public transport service offered by Transports adaptés et collectifs des Collines, the person must:

- a) be a permanent resident of the territory of one of the municipalities served;
- b) complete a detailed information form at the time of the first application, which will be kept confidential in the file.

ARTICLE 33 – RURAL PUBLIC TRANSPORT – ACCOMPANIMENT

When registering for the service, the General Director of Transcollines shall determine whether the user is entitled to be accompanied on trips.

The accompanying person must be 14 years of age or older and be capable of assisting the user at the time of pick-up, during the trip and at the destination. It is the user's responsibility to identify the accompanying person and to ensure that the person is present at the time of scheduled pick-up.

They must have the same pick-up and drop-off points as the passenger they are accompanying, which means that it is the responsibility of the accompanying person to ensure that they can continue their journey by their own means once they arrive at the destination, as the return trip cannot be guaranteed by Transcollines. The accompanying person does not pay for their passage unless the accompaniment is deemed optional, at which time the accompanying person authorized on an optional basis must always pay for their passage.

A user who is a child 14 years of age or younger may be accompanied by a parent for medical appointments at no charge.

When picking up the user, the driver shall not accept the accompanying person if the person is not registered on the trip sheet.

ARTICLE 34 – REASONS FOR TRAVEL – RURAL PUBLIC TRANSPORT AND PARATRANSIT

Rural public transport and paratransit services within the territory served by Transcollines are offered for all purposes, according to availability and priority, as applicable. However, school and inter-institutional transportation are not offered.

ARTICLE 35 – TRANSPORTATION IN ONTARIO – RURAL PUBLIC TRANSPORT AND PARATRANSIT

In Ontario, the only trips permitted, following a case-by-case analysis of each request, are the following:

- a) For work-related travel as well as for travel to and from post-secondary education when courses are not available in Quebec, users may be transported

from their home to any point within a radius of approximately eight (8) kilometres of Parliament Hill.

b) For travel that is for purposes of health care (occupational therapy, physiotherapy and medical appointments), users will be transported only to the following locations:

- Ottawa Hospital (General, Civic and Riverside campuses)
- Children's Hospital of Eastern Ontario
- Royal Ottawa Rehabilitation Centre
- Élizabeth Bruyère Centre
- Montfort Hospital

c) Authorization is required for travel for purposes of health care to any other destination.

d) Users may request transportation to and from the bus terminal, Via Rail Station or Ottawa Airport to take the bus, train or plane respectively, between 6:30 a.m. and 7:00 p.m., but may not use the transportation service for the purpose of driving another person to or picking them up from these locations. The trip timing will depend on the availability of rolling stock.

Travel in or to Ontario for cultural, recreational or social purposes is not permitted.

ARTICLE 36 – REGULAR TRIPS – PARATRANSIT

No confirmation call is required for a regular paratransit trip. A regular trip is a trip that is made at least once a week, at a fixed time, with the same origin and destination points, for a minimum period of 3 months.

Notwithstanding the foregoing, a user must notify Transcollines of any cancellation or change in the scheduled trip, no later than noon on the business day prior to the requested service.

Regular trips are automatically cancelled on holidays unless the user advises otherwise.

ARTICLE 37 – REGULAR TRIPS – RURAL PUBLIC TRANSPORT

The user must call for each required rural public transport unless the transport is using available paratransit spaces, in which case no confirmation call is required for that regular trip.

Notwithstanding the foregoing, a user must notify Transcollines of any cancellation or change in the scheduled trip, no later than noon on the business day prior to the requested service.

Regular trips are automatically cancelled on holidays unless the user advises otherwise.

ARTICLE 38 – HOLIDAY TRAVEL AND WEATHER-RELATED CANCELLATIONS

On holidays, regular schedules and trips for the paratransit and rural public service will automatically be cancelled. For the purposes of this article, holidays for those services are as follows:

New Year's Day
January 2
Good Friday
Easter Monday
Patriots' Day
St-Jean-Baptiste Day
Canada Day
Labour Day
Thanksgiving
Christmas
Boxing Day

Bad weather or any other case of force majeure may result in the cancellation, delay or modification of service on the entire network or parts of it. In the event of a major snowstorm, ice storm or emergency situation that disrupts the use of vehicles, Transcollines may decide to temporarily interrupt the service and will make the decision in consultation with its various partners, including the School Service Centres, municipalities, transporters, the MTQ and others. Any changes will be announced as soon as possible through our various communication media.

ARTICLE 39 – CANCELLATION OF TRAVEL ON HOLIDAYS

Users must cancel their regular transportation if they do not require it during the holiday season or while on vacation. Users who forget to cancel their reservations may be required to pay for the costs involved.

ARTICLE 40 – FARE STRUCTURE

The fare structure for the transports services is contained in a fare schedule adopted by its board of directors.

ARTICLE 41 – COMMENTS, SUGGESTIONS AND COMPLAINTS

Any comments, suggestions or complaints regarding the transportation service must be made in accordance with By-Law RM-06, *Procédure de dépôt, l'examen et le traitement des commentaires, requêtes et éloges de la Régie Intermunicipale de transport des Collines* [Procedure for filing, reviewing and processing comments, inquiries and commendations of the *Régie Intermunicipale de transport des Collines*].

ARTICLE 42 – LOST AND FOUND

Any object found in the rolling stock or in a facility shall be entrusted without delay to the driver, an inspector or an employee who must immediately bring it to the office of Transcollines. After a period of seventy-two (72) hours, Transcollines may dispose of such objects as it sees fit, after the period provided for, without further notice or formality.

ARTICLE 43 – SANCTIONS FOR NON-COMPLIANCE WITH THE BY-LAWS

Persons who fail to comply with this by-law may be subject to such sanctions as Transcollines deems appropriate.

Persons who violate any of the provisions of this by-law are liable, in addition to the provisions of articles 48 and 49, to have their pass withdrawn, without refund, for a limited or unlimited period of time.

ARTICLE 44 – APPLICATION

Nothing in this by-law shall be construed as limiting the application of any other law or regulation to which a person in or on a facility or rolling stock may be subject.

ARTICLE 45 – EXCEPTION

The prohibitions contained in this by-law do not apply to Transcollines personnel or other persons authorized by Transcollines or to members of the police force on duty, where their duties require them to do anything that would otherwise be prohibited by this by-law.

ARTICLE 46 – AUTHORIZATION

Any authorization required under this by-law, other than an authorization pursuant to an agreement with Transcollines, may be given by the General Director of Transcollines.

ARTICLE 47 – INCITEMENT

A person who counsels, encourages or incites another person to do anything that constitutes an offence under this by-law or who does or omits to do anything that has the effect of assisting another person to commit an offence is a party to that offence and is liable to the same penalty as that provided for the offender, whether or not the offender has been prosecuted or convicted or found liable.

ARTICLE 48 – EXPULSION

A person who contravenes any of the provisions of this by-law is liable, in addition to the provisions of articles 43 and 49, to be refused access to the vehicle or to the property of Transcollines or to be expelled from it if the person is already on it, without reimbursement of the price of passage.

The driver, supervisor or any other authorized representative of Transcollines may refuse access or expel an offender on the spot or at a future stop. At any time, a peace officer may be used to carry out the expulsion.

ARTICLE 49 – PENALTIES

Any person who contravenes this by-law is guilty of an offence and is liable to a fine of not less than \$100 and not more than \$500.

If the same person violates the same provision of the by-law more than once in a twenty-four (24) month period, the fines for that violation shall be doubled.

ARTICLE 50 – REFERENCES

References in this by-law shall, unless otherwise specified, be read in conjunction with any amendments that may be made to the text of the statutes and regulations to which reference is made.

ARTICLE 51 – RESPONSIBILITY FOR ENFORCEMENT

The personnel of Transcollines specifically designated for this purpose as well as peace officers under the authority of the Collines-de-l'Outaouais MRC and designated prosecutors are empowered to see to the enforcement of this by-law.

ARTICLE 52 – EXEMPTION

Any deviation from this by-law may be subject to authorization by the General Director of Transcollines.

ARTICLE 53 – REPEAL AND REPLACEMENT PROVISIONS

This by-law replaces all previous by-laws and resolutions of Transcollines and its predecessors concerning the conduct of users of passenger transportation services on the territory of the Collines-de-l'Outaouais MRC.

ARTICLE 54 – COMING INTO FORCE

This by-law shall come into force in accordance with the law.

GIVEN AT LA PÊCHE, QUEBEC, this 14th day of December 2023.



Simon Ouellet
General Director /
Secretary-Treasurer



Francis Beausoleil
President

DATE OF NOTICE OF MOTION: SEPTEMBER 27th, 2023

DATE OF ADOPTION: NOVEMBER 29th, 2023,

RESOLUTION NUMBER: R23-11-94

PUBLICATION DATE: DECEMBER 14th, 2023