

WHAT SHOULD I DO to be declared eligible for PARATRANSIT

IS THERE another REVIEW MECHANISM

Paratransit ELIGIBILITY POLICY

An ultimate review mechanism is intended for people who feel they have been wronged by the decision of the Eligibility Committee. To be considered admissible by the review board, an application must concern the non-eligibility, the level of eligibility or the type of accompaniment. An application must have gone through all the normal stages before the Eligibility Committee and meet the following four conditions:

The full text of the paratransit eligibility policy is available on the ministère des Transports's Website at the following address:

transports.gouv.qc.ca

Contact the paratransit service in your municipality for an application form. The form lists the attestations you will have to provide. You will receive an answer within **45 days** after your duly completed application form has been received.

If there is no paratransit service in your municipality, contact the paratransit service nearest you. It will refer you to the Eligibility Committee designated to handle applications from your municipality.

All applications are treated confidentially, and all information provided is protected under the Act respecting access to documents held by public bodies and the protection of personal information.

If you are declared eligible, a card will be issued to you allowing you to use the paratransit service in your municipality. In addition, as a visitor, you will have access to paratransit services elsewhere in Québec.

For more information, contact the paratransit service in your municipality or nearest you.

1. The application must be made by the person himself/herself or his/her legal representative.
2. The decision contested must be based on an analysis of the complete file, and be duly signed by the representatives of the Eligibility Committee;
3. The decision contested must have been justified in sufficiently precise terms by the Eligibility Committee, and that justification must have been brought to the attention of the person concerned;
4. The additional formalities required when the Eligibility Committee renders a decision must have been observed.

All applications made to the review board are to be sent in writing, within **40 days**¹ following the decision by the Eligibility Committee, to the following address:

BUREAU DE RÉVISION
Direction générale du transport terrestre des personnes
Ministère des Transports
700, boulevard René-Lévesque Est, 15^e étage
Québec (Québec) G1R 5H1

The review board will render a decision within 30 days following receipt of the application for review. The decision may uphold, quash or change the decision of the Eligibility Committee. The board's decision is final and not subject to appeal, and will be sent to the applicant in a written statement including the reasons for the decision.

1. This time limit may be extended for reasons considered exceptional by the review board.

WHO is eligible for PARATRANSIT

WHAT are the LEVELS of ELIGIBILITY and types of ACCOMPANIMENT SERVICE

WHO EXAMINES applications WHO REVIEWS decisions

Paratransit is public transportation adapted to the needs of people with disabilities. However, only people whose disabilities greatly compromise their mobility are eligible. The eligibility policy determines the criteria for eligibility and the processing of applications.

Anyone who meets the **following two conditions** may be declared eligible:

1. Being a handicapped person, which means “a person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”.
2. Having limitations to mobility that justify the use of specialized transportation services. Only the following disabilities are valid for the purposes of eligibility:

- Inability to walk 400 metres on even ground;
- Inability to climb a step 35 centimetres high with support, or inability to descend it without support;
- Inability to make an entire trip using public transit;
- Inability to keep track of time or find one’s bearings;
- Inability to master situations or behaviour that could compromise one’s own safety or that of others;
- Inability to communicate orally or through sign language. **By itself**, this disability does not constitute a criterion for eligibility.

If you are declared eligible for paratransit, you will be granted the level of eligibility and the type of accompaniment service that reflect your actual needs given your disabilities and, if applicable, your ability to learn to use public transportation or to become familiar with it.

LEVELS OF ELIGIBILITY	
For all trips	<ul style="list-style-type: none"> • general eligibility • provisional eligibility • seasonal eligibility (winter only)
For some trips	<ul style="list-style-type: none"> • partial eligibility
TYPES OF ACCOMPANIMENT SERVICE	
Authorized for all trips	<ul style="list-style-type: none"> • compulsory • temporary, for the purposes of familiarization
Authorized for some trips	<ul style="list-style-type: none"> • optional • for help at destination¹
Authorized for parental responsibilities ²	<ul style="list-style-type: none"> • compulsory for disabled children under 6 years of age
Not authorized	

1. Authorization for this type of accompaniment service is left to the discretion of each service, which will decide whether its users can be accompanied if they require help only at their destination.

2. A disabled parent may travel with his or her children under 14 years of age. Similarly, any disabled child under 14 years of age may travel with his or her parents (or with a responsible person) and, if applicable, with another member of the immediate family under 14 years of age.

It is the role of the Eligibility Committee to rule on each application it receives. The designated organization, people with disabilities and the health and social services network are represented on this tripartite committee. The committee can also review files of eligible persons and, if applicable, change a previous decision if new facts warrant it.

You must advise the committee of any new facts that affect the information you gave when you first applied. The committee can then adjust your level of eligibility and type of accompaniment service accordingly. The results of the committee’s analysis will be sent to you in writing within 45 days after it receives those facts.

Any decision by the Eligibility Committee concerning you must be sent to you in a written statement that includes the reasons for the decision. Decisions by the committee go into effect immediately, except in cases where they result in the cancellation of eligibility or restrict the use of a paratransit service. In such cases, decisions go into effect 75 days after they have been rendered.