



## *Rate and Eligibility Policy*

Adopted Board of Directors  
Resolution CA-2017-06-29-04

Modified March 17, 2022  
MOTION 2022/03/17-11  
Modified April 16, 2026  
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## 1. Objectives of the Policy

TransporAction Pontiac, hereinafter referred to as TAP, is a non-profit organization mandated by the MRC Pontiac to carry out adapted (paratransit) and collective transportation on the territory of the MRC. The objective of TAP is to organize, provide, and maintain a rural transport and paratransit service in the territory of the MRC of Pontiac by promoting the mobility of citizens in rural areas and the sustainable development of communities in the MRC de Pontiac.

Transportation services are mainly provided by established minibus routes and by volunteer drivers.

This policy has been developed by TAP and replaces any previous policy not consistent with this policy.

## 2. General Provisions

TAP recognizes the value and importance of providing quality service to the citizens of the municipalities of the Pontiac MRC. To ensure optimum service delivery and an efficient and effective organization, TAP is developing this Policy for TAP Transportation Users.

The paratransit service for disabled persons delivered by TAP is a transportation service intended for persons admitted according to the criteria contained in the Adaptive Transportation Eligibility Policy of the Ministère des Transports du Québec.

The public transit service is a transportation service, other than adapted transportation, that is available according to the needs and resources available, for citizens of the MRC Pontiac.

TAP is subject to several laws, regulations, policies and programs. This policy complies with such requirements, but in the event of a discrepancy, these laws, regulations, policies and programs shall prevail.

## 3. Prerequisites

To be authorized to use the services of TAP, the user must be a permanent resident, be admitted and pay the monetary contribution set by resolution of the board of directors. The user must comply with all TAP policies, including the *Client Policy and User Guide*.

Persons admitted to the TAP transport service are defined as follows:

- Eligible persons: a user accepted at the basic rate, as defined in Article 8, or in adapted transport.
- Ineligible persons: users not accepted at the basic rate, as defined in Article 8, but admitted to the TAP transportation service.

## 4. Transportation Services and Prioritization

TAP is responsible for the dispatching and assignment of transport.

At any time, TAP may refuse transportation for any reason whatsoever.

A prioritization of the transport can be applied based on the reason for travel. The decision to prioritize is taken by the senior management. In the event of priority, medical service will be prioritized.

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## 5. Number of Transports

The number of authorized trips for persons eligible for TAP services is as follows:

5.1. Four (4) trips maximum per month for social activities in adapted transport.

5.2. Two (2) trips per month for social activities in collective transport on the territory via car sharing for a medical appointment.

The number of trips provided for in this article may be changed by senior management at any time

## 6. Wait Times

Users wishing to benefit from TAP transportation services must respect the following conditions:

- For any transport carried out on the territory of the Pontiac RCM, the wait time is approximately 2 hours, calculated from the arrival at destination to the departure from destination. In the event that the wait time is longer than 2 hours, it is the responsibility of the user to notify TAP when booking if the wait time will be longer than 2 hours, otherwise additional charges may be charged.
- For any transport outside the Pontiac MRC territory, the wait time is approximately 6 hours, calculated from the arrival at destination to the departure from destination. If the wait time is more than 6 hours, it is the responsibility of the user to notify TAP when booking if the waiting time must be longer than 4 hours, otherwise additional charges may be charged.

## 7. Payment and Exemption

Every user must, in accordance with the applicable tariff and in the manner provided for, pay his/her fare by paying for the trip in cash.

Unless otherwise indicated, the payment for the trip shall be made upon entering the vehicle. Payment made in advance cannot be exchanged or reimbursed.

When paying the fare, the user must have the exact amount and must ensure the accuracy of the transaction. If an error is found at this time, the user must immediately notify the responsible person to make the necessary correction, failing which no refund will be given.

The obligation to pay a transportation fee does not apply to the following persons who travel free of charge:

a) a child of fourteen (14) years of age or under, when accompanied by a person who is responsible for the supervision of the child; such person must pay his/her transportation fee.

## 8. Basic Pricing for Collective Transport

To be considered an eligible person within the meaning of Article 3 of this policy, the user must meet one of the following criteria:

8.1. Does not own a vehicle.

8.2. Is 65 or over years of age.

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## **9. Collective / Adapted Transport Fare Schedule**

### **Appendix A**

#### **10. Basic Rates for Adapted Transport**

To be considered eligible within the meaning of Article 3 of this policy, the user must meet one of the following criteria:

10.1. Meet the criteria contained in the Adapted Transportation Policy of the Ministère des Transports du Québec.

#### **15. Allowance Paid to Volunteer Drivers**

The allowance to be paid to volunteer drivers is set at \$ 0.64 per kilometre travelled. The kilometres travelled are calculated on an annual basis, from January 1 to December 31 of each year. Such allowance may be amended by decision of the board of directors.

#### **16. Compliance With This Policy**

If a user violates any of the provisions of this policy, an investigation will be conducted by senior management who will take all appropriate measures in the circumstances that could even result in the expulsion of the TAP user.

Persons who do not comply with this regulation are liable to penalties as deemed appropriate by the Régie.

#### **17. Complaint**

At any time, the user may file a complaint, comment, request or compliment in keeping with the Policy for Filing, Reviewing and Processing Comments, Requests and Praise regarding TAP.

#### **18. Right of the Senior Management**

Any authorization or refusal under this policy may be given by senior management.

Nothing in this policy shall be interpreted as limiting the right or power of the senior management to authorize or refuse transportation.

#### **19. Coming Into Force**

This policy was adopted by the Board of Directors of TAP on June 29, 2017, and comes into effect on July 3, 2017.

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**APPENDIX A**

**2026 Rate Schedule  
Public Transit In-Territory  
(Medical Appointments)**

**+\$0.18  
per kilometre  
MINIMUM: \$8.00 / MAXIMUM: \$30.00  
(Radius of 75 km – beyond territory extra \$0.20 per km)**

**Paratransit – Within the MRC Pontiac  
(Medical Appointments)**

**+\$0.17  
per kilometre  
MINIMUM: \$6.00 / MAXIMUM: \$25.00**

**Paratransit – Within/Outside the MRC Pontiac  
(Other Purposes)**

**+\$0.17  
per kilometre  
MINIMUM: \$6.00 No maximum**

**Transport Within the MRC Pontiac  
for day center**

**One-way / \$4.00  
Round trip / \$8.00**

**Volunteer Transportation to Montréal**

**Round trip: \$150**