

TRANSPORT CONTACT



Communication and information newsletter for paratransit service users

June 2009

HERE COMES OPUS!



Top: A client paying her fare with an OPUS card.
Bottom: The OPUS team met with groups representing the disabled.

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Port de retour garanti
TRANSPORT Contact — STM
3111, rue Jarry Est
Montréal (Québec)
H1Z 2C2

The OPUS card

THE ELECTRONIC CHIP IS IN THE SMALL GOLD SQUARE ON THE CARD.



An electronic card

The OPUS card is a smart card. This means that the card contains an electronic chip similar to those found in computers. It's in this chip that your passes are stored.

A rechargeable card

Take your OPUS card to the location where you normally buy your passes to have it charged. The clerk will place your card on a machine that charges your weekly or monthly subscription onto the card's chip.

Different fares for Transport adapté

The OPUS card charged with a monthly or weekly pass is valid for Transport adapté.

If you have been using tickets up to now, then, in future, you will have to pay in cash: **\$2 regular fare and \$1.10 reduced fare.**

The cash fare for Transport adapté is equivalent to the price of tickets sold in strips. This is why it is lower than the cash fare for the bus and métro network.

No single trips on OPUS at Transport adapté

Clients who use the bus or métro can charge their OPUS card with single trips. Single trips are sold in lots of six or ten. Single trips are not accepted at Transport adapté.

A CHIP CHANGES THE HABITS OF TRANSPORT ADAPTÉ CLIENTS

Payment on the honour system

When you show your OPUS card charged with a monthly or weekly pass to Transport adapté drivers, they assume that everything is in order. This is what is known as payment on the honour system.

When you pay in cash, the driver records it on the trip sheet. This record is proof of your payment.

Fare control

Inspectors can carry out verifications at any time. Any person travelling in a minibus or taxi without a valid transit fare is liable to a fine under by-law R-105. The amount of the fine can range from \$150 to \$500.

A card with or without a photo?

If you travel at the regular fare, you need a regular OPUS card, without a photo.

Children aged 6 to 11, students aged 12 to 25 and seniors aged 65 and over must have a card with a photo. This card is required in order to purchase reduced transit fares. The card with photo is available at SPEQ Photo at the McGill métro station.



Your Transport adapté card is still valid. Always have it with you!

TO OBTAIN A PERSONALIZED REDUCED FARE OPUS CARD STUDENTS AND SENIORS AGED 65 AND OVER



SPEQ Photo Studio – 514 876-0125
Transport adapté drop-off point
1801 McGill College
514 876-0125

How to reach the SPEQ Photo Studio from the Transport adapté drop-off point

1. Enter the 1801 McGill College;
2. Take one of elevators identified "Centre Eaton" (located after the first series of 6 elevators) and go down to level 2;
3. Head towards the shopping centre and follow indications to the métro;
4. Enter the métro station corridor and turn to your right (non-automatic doors);
5. Near the Complexe Les Ailes, turn to your left towards the entrance to 2020 University;
6. Inside the 2020 University (one door is automatic) continue straight ahead to the photo studi

SPEQ Photo Studio



Transport adapté drop-off location



FOR MORE INFORMATION
514 280-8211 option 4 or
www.carteopus.info
or at **www.stm.info**,
Paratransit section

HELP US TO HELP YOU

The members of the Transport adapté team are at your service. In order to give you the best possible service, they need your help. It's easy. You simply have to inform Transport adapté of any change relating to your transportation file.

To advise us of changes, you can call Customer Service or use the forms available on the Paratransit Web page at:

www.stm.info/English/t-adapte/a-formulaires.htm

Here are some examples of situations that could have an impact on your trips during the summer. ■

SUMMER CAMP OUTSIDE MONTRÉAL REQUEST FOR GROUP TRANSPORTATION

Are you organizing a summer camp outside Montréal?

Do you wish to use our services to gather the participants in one location for their departure and return? If so, you simply have to do the following:

SUBMIT A REQUEST FOR GROUP TRANSPORTATION

10 days in advance

by fax: 514 280-5317

by email: groupe.ta@stm.info

The request form is available: in the **Request forms section** on our Web site: **www.stm.info/English/t-adapte/a-index.htm/** or by phone from Customer Service: **514 280-8211**.

Confirm the names of the people in the group as early as possible. You must notify us of any cancellation prior to the day of departure.

Ensure that any luggage that cannot be handled by the campers themselves is transported to the departure/return points by other means than a Transport adapté vehicle. ■

DAY CAMP SUBMIT YOUR REQUEST FOR TRANSPORTATION AS SOON AS POSSIBLE!

The day camp season is approaching. Reserve your child's trip at least seven days in advance. Here is the procedure to follow:

Request the form for a **Day camp transportation request** from Customer Service **514 280-8211, option 4**.

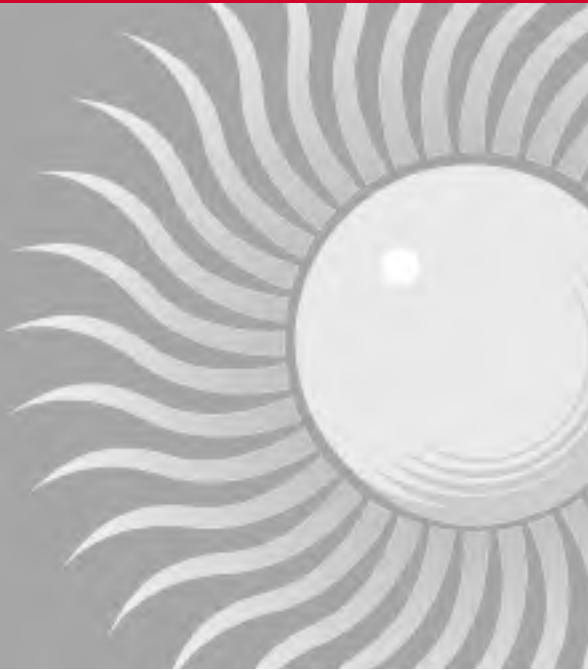
Return the completed form by mail or by fax to the address or fax number indicated on the form.

CONFIRMATION

To obtain confirmation, call the usual number (**514 280-8211, option 2**) two days prior to the first trip. Avoid useless calls by respecting the two-day period. ■

CANCEL AS SOON AS POSSIBLE. IT'S IMPORTANT!

Any time you **NO LONGER NEED** transportation that was scheduled and confirmed by Transport adapté, we ask that you cancel it as soon as possible. Thank you! ■



WHAT'S HAPPENING WITH ONLINE RESERVATIONS?

The June 2008 issue of Transport Contact announced with great fanfare that the Internet-based reservation system would be ready soon. So, is it coming? You could well ask!

The answer is YES! Since the appearance of the article a year ago, selected Paratransit clients have tested the system and have helped to correct problems and difficulties encountered with its use. We are preparing the user guide and expect that all clients will be able to reserve online as of September.

With the Web site for online reservations having received a AA certification from Accessibilité Web, Transport adapté clients will be able to access a reservation site that is truly... accessible. You will receive all the details as soon the system is ready. ■

GOING ON VACATION? REQUEST TEMPORARY SUSPENSION OF YOUR REGULAR TRIPS!

Going on vacation? Your neighbour will pick up your mail, the newspaper carrier will not deliver your paper, you've taken care of everything. Or have you? What about Transport adapté? Have you thought about that?

Every summer it's the same situation. We make needless trips to pick up clients who have gone on vacation without notifying us! You can easily eliminate this loss of time by temporarily suspending your regular trips.

It's quick and easy! Simply contact an agent at the call centre **514 280-8211, option 2.**

You can suspend your regular transportation schedule for a maximum of eight weeks. Call us as soon as you know your vacation dates. By eliminating unnecessary trips for our vehicles, the seats become available for other clients. ■

ARE YOU MOVING? DON'T FORGET YOUR CHANGE OF ADDRESS!

Avoid any unpleasant surprises with your regular schedule by making your address change as soon as possible. The STM will adjust your schedule to your new home address.

Call Customer Service : **514-280-8211, option 4** or use the *Change of address* form available in the *Request forms section* of our Web site: **www.stm.info/t-adapte/** ■

ABOUT THE SUSPENSION ON OUR MINIBUSES

Our clients often mention that the suspension is fairly stiff on our minibuses. A team of specialists from both Transport adapté and the Engineering department is currently working on finding a solution. Our hope is to provide our clients with a smoother ride in the very near future. ■



ACCESSIBLE BUS NETWORK NEW BUSES WITH THE RAMP AT THE FRONT

The STM's new 2009 buses, recognizable by their different colour, also include changes for accessible transportation.

Ramp at the front

On these buses, the access ramp for wheelchairs is located at the front. This model of ramp was chosen for its greater reliability. Thanks to stickers on the side of the bus, people in wheelchairs who are waiting for an accessible bus will know which door to enter.

Relocation of the reserved area

The area reserved for people in wheelchairs is located closer to the front door in the new buses. In addition, there is no longer a large seat to lift up. The space contains four tip-up seats, individual seats that tip up on their own when a person gets up, such as those in a theatre.



On the new buses, the universal symbol for accessibility appears near the front door.



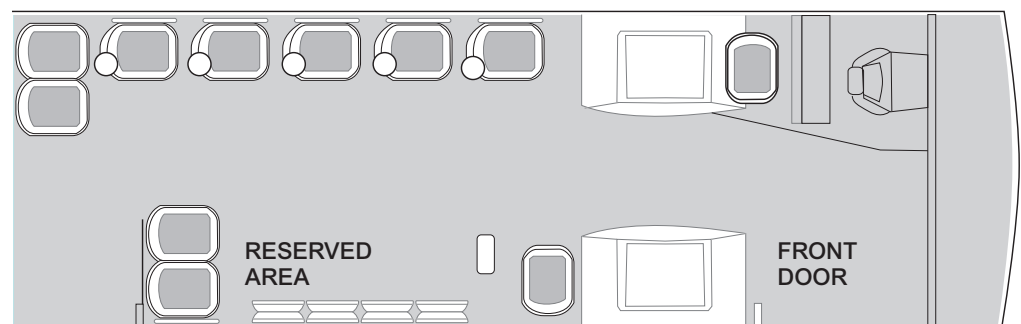
And a sticker "Rampe d'accès à l'avant" is posted at the rear door.



Fare collection at the front

As the front ramp permits clients to enter near the driver, fare collection in the new buses is now the same for everyone. People in wheelchairs will make their payment in the collection box at the entrance. The collection method does not change for buses with the ramp in the rear. People in wheelchairs must have valid transit fares in their possession or make cash payments using a fare collection envelope.

FRONT SECTION OF NEW BUS



DÉFI SPORTIF 2009

TEAM TA ON THE HIGHEST STEP OF THE PODIUM!

Once again, this year's Défi sportif was a resounding success from start to finish. As a major sponsor and partner of the sporting event, the STM has reason to be proud!

Being the official transporter for such a large-scale event requires a huge amount of organization. Indeed, we must transport all athletes and their coaches from the airport to their hotel, then to the various sporting venues as the competitions unfold, which in turns leads to last-minute changes for both schedules and itineraries. And all of this while overcoming the language barriers that sometime occur, as participants are from all over the world.

Nevertheless, the Transport adapté team once again demonstrated their professionalism, commitment and know-how every step of the way. From planning transportation routes to preparing minibuses, nothing was overlooked. In the end, participants were all transported safely and securely under the watchful eyes of our experienced team of supervisors and drivers.

A gold medal and a huge THANK YOU to the entire Transport adapté team!

An STM athlete we can all be proud of!

And speaking of gold medals, one athlete from the STM gave a brilliant performance during the Défi sportif's wheelchair basketball SUPER FINAL game. Before a large and enthusiastic crowd, Gérald Brûlé, head of the Customer Service section and a member of Équipe Québec, outdid himself once again, snatching both a victory and a gold medal from Team British-Columbia, an early favourite in the competition. Bravo, Gérald, well done indeed!

Proudly sporting their gold medal, the members of the Québec wheelchair basketball team are enjoying their victory. Gérald Brûlé, wearing number 12, is our very own champion. Gérald's sports triumphs are only matched by this unrelenting work at Transport adapté. Kudos, Gérald!



Minibus driver Claudette Gagnéux secures the wheelchair of an athlete on the British rugby team.



Michel Leduc, divisional clerk, and Genton Hong, operations supervisor, two of the architects behind the event's success, are proudly hanging a poster on which Chantal Petitclerc wrote a few words to thank all Transport adapté employees.



USEFUL NUMBERS

✓ **Telephone**
A single number to remember
514 280-8211

✓ **Our mailing address**
STM Paratransit Service
3111 Jarry St. East
Montréal, Québec
H1Z 2C2

✓ **Requests for group transportation only**
Fax: 514 280-5317
E-mail: groupe@stm.info

✓ **Teletype (TTY)**
514 280-5308

Only for Paratransit users unable to verbally communicate.

In order to facilitate contacts with our services, special arrangements are available to paratransit users who have major speech impediments or verbal communication limitations.

✓ **Requests for regular transportation and advance requests for transportation**
Fax: 514 280-6313

✓ **Website**
www.stm.info

✓ **Customer Service – e-mail**
transport.adapte@stm.info

✓ **PREFERRED ADDRESSES – e-mail**
adresses.favorites@stm.info

Have a nice summer!

TRANSPORT
CONTACT

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