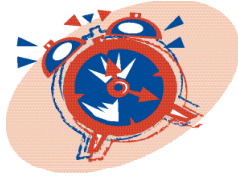


Our business hours

Reservations Centre

(To request, modify or cancel transportation, to confirm travel times or notify us of a late vehicle)

- ✓ Monday to Friday:
from 6 a.m. to 9:30 p.m.
- ✓ Saturday, Sunday and
statutory holidays:
from 7 a.m. to 9:30 p.m.



You may cancel your transportation, notify us of a late vehicle or advise us of an urgent problem after 9:30 p.m. by calling 514-280-8211. An agent will be on hand to receive these calls till the last drop-off time.

Automated Services

(To notify us of a late vehicle, cancel a trip, confirm or consult travel times, or request occasional transportation)*

- ✓ Service available at all times

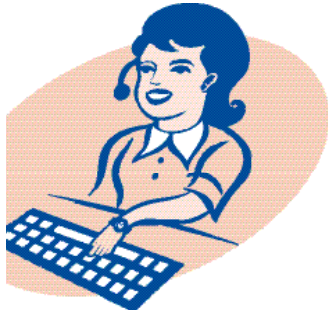
Transportation time frames

	First boarding	Last drop-off
Monday to Thursday	6:30 a.m.	0:30 a.m.
Friday	6:30 a.m.	1:30 a.m.
Saturday	8 a.m.	1:30 a.m.
Sunday	8 a.m.	0:30 a.m.

Customer Service

(Admissions, information, updating user file, comments)

- ✓ Monday to Friday:
8:30 a.m. to 4:30 p.m.



* before the end of 2003

Useful Numbers and Addresses

Telephone

Only one number to remember: **514-280-8211**

At that number, you may:

- ✓ Speak with an agent at the Reservations Centre
- ✓ Use our Automated Services
- ✓ Speak with a Customer Service agent
- ✓ Listen to general information messages

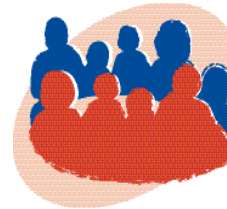


Mailing address

STM Paratransit Service
3111 Jarry St. East
Montreal, Québec
H1Z 2C2

Requests for group transportation only

Fax: 514-280-5317
E-mail: groupes.ta@stm.info



Teletype (TTY)

514-280-5308

(Only for paratransit users unable to verbally communicate)

Special arrangements are available to those paratransit users who have major speech impediments or verbal communication limitations, in order to facilitate their contacts with our services. For more information, please contact Customer Service.

Website

www.stm.info/t-adapte/index.htm

E-mail



transport.adapte@stm.info



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PARATRANSIT IN BRIEF

Changing to serve you better

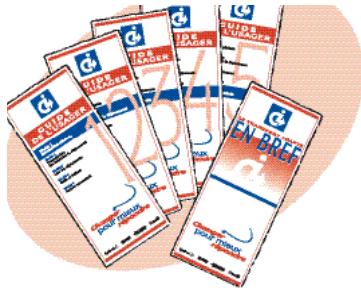
Québec   Canada

Welcome to the STM's Paratransit Service!

This quick **reference guide** contains a brief overview of the information you will need to request your transportation and of the main regulations governing the use of paratransit services.

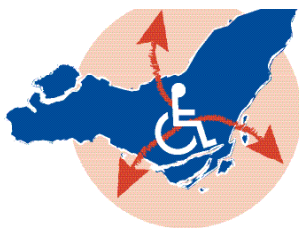
For more information, please consult the **User's Guide**.

Each one of its five modules details the services provided and related regulations.



Territory

You may travel within the city limits of Montreal, Laval, Longueuil, as well as the North and South Shores.



Fares

STM fares apply. For trips outside of Montreal, fares are doubled.

Request for transportation

With the exception of requests for group transportation, all trips must be requested by calling **514-280-8211**. You may speak with an agent or use our Automated Services.



There are four types of transportation requests

✓ Request for regular transportation

It can be made as soon as the need arises (even well ahead of time). It involves repeated trips, on a weekly basis, at set times and locations, for a minimum of four weeks.

Regular transportation is automatically cancelled on statutory holidays. To travel on these days, you must submit a request for occasional transportation.



✓ Request for occasional transportation

For a single trip on a specific day, you may request occasional transportation **up to three days ahead of time**.

✓ Advance request for transportation

It is possible to submit an advance request for transportation for certain specific needs, such as a medical appointment, a job interview or exam, attending board meetings if you are a member, a court appearance, a show, going to or coming back from Dorval Airport, the downtown bus terminus or Central Station. Your request may be submitted **up to 7 days ahead of time**.



✓ Request for group transportation

For a special outing involving a minimum of five users – **each having a valid paratransit file number** – a request must be submitted at least 10 days prior to the travel date by someone in charge of the group. Such requests can be sent by fax, by e-mail or by regular mail (refer to the *Useful Numbers and Addresses* section).

We ask that you use the **Request for group transportation** form, which makes it much easier for us to have all the required information. This form is available from our website or from Customer Service.

Modifying a transportation request

You may request that your confirmed transportation be modified. However, such a request must **always** be submitted to an agent at the Reservations Centre.

Cancellation

Cancelling your transportation must always be done as soon as possible, either through an agent at the **Reservations Centre** or by using our Automated Services.



During transportation

- ✓ The STM may use a minibus, regular taxi or accessible taxi to transport you, depending on your limitations.
- ✓ It is important for you to be ready as of your confirmed travel time. Your vehicle should arrive within the following 30 minutes. Residents of multiple-unit buildings should be in the building's entrance hall at the prescribed time. The driver will signal his presence.
- ✓ The STM will make every effort to pick you up within 30 minutes of the confirmed transportation time. After that, you may notify us that the vehicle is late.
- ✓ You must always produce your paratransit ID card, as well as the required fare (exact cash fare, ticket or pass).

