

## Transportation time frames

The following are the time periods during which you may travel each day of the week.

	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.

## Statutory holidays

All regular transportation is automatically cancelled on statutory holidays. Users who wish to travel on these days must request occasional transportation.



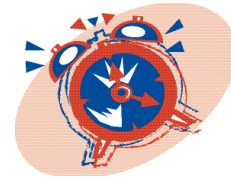
This applies to the following list of holidays:

- ✓ Christmas holidays <sup>3</sup> (December 25 to January 2)
- ✓ Good Friday
- ✓ Easter Monday
- ✓ National Patriot's Day (formerly Victoria Day and Fête de Dollard)
- ✓ Fête nationale du Québec (Saint-Jean-Baptiste)
- ✓ Canada Day (Confederation)
- ✓ Labour Day
- ✓ Thanksgiving

<sup>3</sup> Each year, a special reservations procedure applies for the Christmas holidays.

## The Reservations Centre's business hours

You may speak with an agent during the Reservations Centre's business hours:

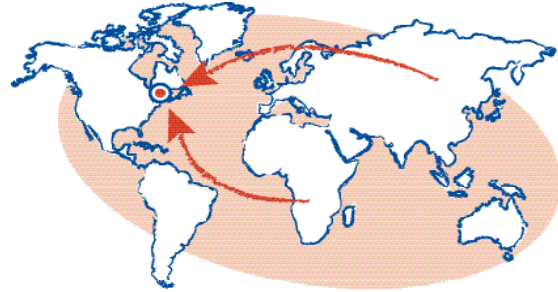


- ✓ Monday to Friday: **from 6 a.m. to 9:30 p.m.**
- ✓ Saturday, Sunday and statutory holidays: **from 7 a.m. to 9:30 p.m.**

After 9:30 p.m., you may still cancel a trip, notify us of a late vehicle or other emergency. An agent is available till the last drop-off time.

## Services offered to visitors

Paratransit service is provided to visitors from elsewhere in Québec, if they are already admitted to a paratransit service in their community.



Visitors from Québec who are not already admitted to paratransit in their community, as well as visitors from outside Québec, may also use our services, but only if they use a wheelchair during transportation.

Please contact our Customer Service as soon as possible during regular business hours, by calling **514-280-8211**. At that time, an agent will:

- ✓ Open a client file;
- ✓ Provide you with a file number for all future communications with Customer Service;
- ✓ Plan your first trip, if necessary, from your arrival point (airport, train or bus station) to your temporary residence (parents home, hotel);
- ✓ Make arrangements, if needed, to mail you a copy of the **User's Guide**, which details the procedure for reservations, as well as all regulations related to transportation.

While staying in Montreal, visitors must request transportation:

- ✓ by telephone;
- ✓ during business hours;
- ✓ by speaking with an agent <sup>4</sup>.

<sup>4</sup> Automated Services are not available to visitors.

## Customer Service

You may reach Customer Service by calling **514-280-8211**, Monday to Friday between 8:30 a.m. and 4:30 p.m.



## Comments and Complaints



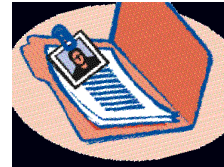
In order to continually improve our services, Customer Service agents will register any comment or complaint you feel should be brought to management's attention and ensure an appropriate follow-up is carried out.

## Admission Request

All new admissions requests must be submitted by filling out the appropriate form, which is available from the STM's website. You may also obtain a copy by contacting Customer service, where an agent can answer all your questions relating to the admissions process and its follow-up.

## Request to modify a file

This type of request must be submitted in writing. Your letter or note must clearly indicate the nature of the requested change, such as adding an optional escort during transportation, for example. Your request must also include a written evaluation by a healthcare professional specifying the diagnosis, deficiencies, incapacities and other related transportation needs.



## Change of address

You must advise Customer Service of any change of address well ahead of time. Indeed, such changes must be made in advance to allow enough time to reprogram your regular transportation schedule, or any other reservations you may have, taking into account your new address.

If you are moving to an area outside Montreal's city limits, we can send a copy of your admissions file to your local paratransit service provider. You must submit your request to Customer Service in order for us to do so.

## Area covered by paratransit

The STM's Paratransit Service is provided within the limits of the City of Montreal, which includes the island of Montreal, Île Bizard, Île Sainte-Hélène, Île Notre-Dame and Nun's Island.

## Transportation outside of Montreal

In response to the needs of Montreal-area paratransit users, the Agence métropolitaine de transport has implemented a new service in collaboration with other paratransit providers, which allows travel to Longueuil and Laval, as well as the North and South Shores. According to availability, transportation can be provided by a single carrier or by two carriers, which involves a transfer.



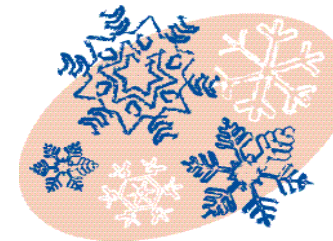
For such trips, users must pay a fare supplement or show their TRAM pass.

Before using this service, you must first fill out and send in the **Consent to the communication of personal information** form, available from our website or from Customer Service.

When making your first reservation for this service, remember that a five-day delay is required between the time you register for the service and your first trip. Afterwards, normal reservations procedures and delays apply.

## Service disruptions

During snow storms, ice storms or any other emergency situation, the STM may decide to temporarily suspend service. The media are usually advised of such situations, but you may always contact us about the status of service.



# USER'S GUIDE

## Module 1 General Information

### Module 2 How to Request Transportation

### Module 3 During Transportation

### Module 4 Caregiver's Guide

### Module 5 Automated Services

Changing  
to serve you  
better

## Welcome to the STM's Paratransit Service!

The *User's Guide* is made up of five modules and an abridged version, titled *In Brief*.

- Module 1**  
*General Information*
- Module 2**  
*How to Request Transportation*
- Module 3**  
*During Transportation*
- Module 4**  
*Caregiver's Guide*
- Module 5**  
*Automated Services*



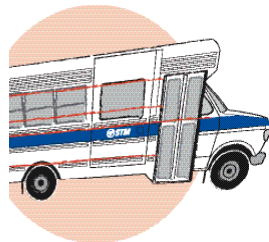
Each module will help you to make proper use of the STM's Paratransit Service. Read them carefully and refer to them as needed. You will find them most helpful.

### Our service

STM Paratransit is a reservations only, door-to-door public transportation service.

It is only available to those admitted under the eligibility policy guidelines set out by the ministère des Transports du Québec and, if required, their escorts.

The choice of transportation mode (minibus, regular taxi or accessible taxi) is the STM's prerogative. It will however take into consideration the user's limitations, as well as available resources.



**Only one telephone number to remember to access all our services: 514-280-8211**

All calls are processed by the Interactive Voice Response System (SRVI)

The SRVI offers five service options

**Option 1** : Services provided by an agent at the Reservations Centre

- ✓ Requests for regular transportation
- ✓ Advance requests for transportation
- ✓ Requests to modify a confirmed trip
- ✓ Requests for occasional transportation

**Option 2** : Services provided by an agent at the Reservations Centre

- ✓ Notify us of a late vehicle
- ✓ Confirm or consult transportation times
- ✓ Cancel transportation

To find out the Reservations Centre's business hours, please read on.

**Option 3** : Automated Services

- ✓ Notify us of a late vehicle
- ✓ Cancel transportation
- ✓ Confirm or consult transportation times
- ✓ Request occasional transportation <sup>1</sup> (before the end of 2003)

<sup>1</sup> Before requesting occasional transportation through our Automated Services for the first time, users must contact an agent at the Reservations Centre to activate this function in their file. It would also be most useful to carefully read the *Request for occasional transportation* section contained in *Module 5 - Automated Services* of the *User's Guide* and to fill out the suggested data sheet.



The *Module 5 - Automated Services* section of the *User's Guide* is the perfect tool to familiarize yourself with the services that are accessible at all times.

**Option 4** : Services provided by a Customer Service agent <sup>2</sup>

- ✓ New admission request or admission follow-up
- ✓ Information about our services
- ✓ Comments or complaints
- ✓ Change of address

<sup>2</sup> During Customer Service's business hours

**Option 5** : General information messages

### Fares

Paratransit users must pay the usual transit fares with either a ticket, monthly pass (CAM), weekly pass (CAM hebdo) or the exact cash fare. Drivers do not provide change.



Full-time students under 18 years of age are entitled to pay the reduced fare. To do so, students must obtain an appropriate identification card giving them access to reduced fares from either the Montreal, Laval or Longueuil transit corporations, or from the Agence métropolitaine de transport. Students must produce this ID card when paying their reduced fare. For more information about obtaining the ID card, please contact your local transit authority.

Seniors aged 65 and over residing within the metropolitan area are also entitled to pay reduced fares. They must also obtain an appropriate identification card giving them access to reduced fares from either the Montreal, Laval or Longueuil transit corporations, or from the Agence métropolitaine de transport. For more information about obtaining the ID card, please contact your local transit authority. Seniors must produce this ID card when paying their reduced fare.

Please note, however, that all new paratransit users over 65 years will automatically receive an ID card bearing the mention **reduced fare**.

Paratransit users who will soon reach the age of 65 and who would like to take advantage of reduced fares should contact our Customer Service.



Escorts are not required to pay if the user they are travelling with has a compulsory escort status. Otherwise, escorts must also pay their fare.

Children under the age of 6 travel for free.

Full-time students aged 18 to 25 living in Montreal may also pay the reduced fare when travelling within the area served by the STM. However, only the reduced fare monthly pass (CAM-R) is accepted. Students must first obtain the Privilège 18-25 identification card and produce it along with their reduced fare CAM pass. For more information about obtaining this ID card, please call 514-904-7277.

### ID Card

Paratransit users each receive an ID card along with their admission documents.



For security reasons, users must be able to either produce this ID card or adequately identify themselves whenever travelling aboard paratransit vehicles.



## 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

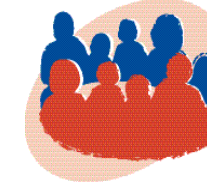


### Mailing address

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

### Requests for group transportation only

Fax: **514-280-5317**  
E-mail: [groupe.ta@stm.info](mailto:groupe.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](http://www.stm.info/t-adapte/index.htm)

### E-mail

[transport.adapte@stm.info](mailto:transport.adapte@stm.info)

