

Escorts

Optional escort

Paratransit users who are entitled to an optional escort should know that they can be accompanied, on request, during every trip. In addition, because the escort's seat is guaranteed when transportation is requested, asking the Admission Committee to grant a compulsory escort status is not necessary, unless help is needed in the vehicle during transportation. When reserving transportation, the presence of an escort must always be specified.

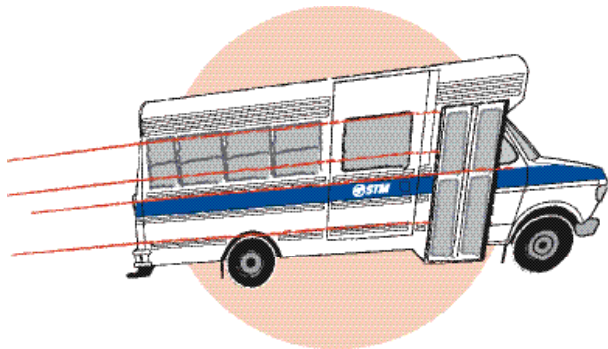


This privilege does not extend to paratransit users whose disability is unrelated to their motor skills, because having an escort would allow them to use the regular transit system.

Compulsory escort

Paratransit users entitled to a compulsory escort must always be accompanied by a chosen person during transportation.

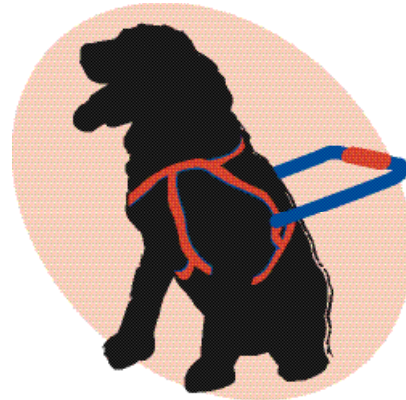
A compulsory escort must be a person at least 14 years old and able to provide assistance (physical or otherwise) to the paratransit user in the vehicle during transportation. Only one escort is allowed, and compulsory escorts are not required to pay a fare.



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Children and parental responsibility

Paratransit users may travel with their children if they are under 14 years of age. The reverse is also true; users under the age of 14 may also be accompanied by their parents. Such a privilege does not apply if attendance by either parent or child would enable the paratransit client to make use of the regular transit system.



Guide dogs and service dogs

When travelling, paratransit users may have their guide dog or service dog with them. In a taxi, both client and dog must be able to sit in either the front or back of the vehicle. If not, transportation will only be provided by minibus or accessible taxi. In the minibus, dogs must be harnessed and secured.

Customer Service must be advised of this, in order to modify the user's file accordingly. Paratransit users must mention the presence of a guide dog or service dog with each reservation.

Transportation of animals

Paratransit users may carry a small pet in a cage or other appropriate container

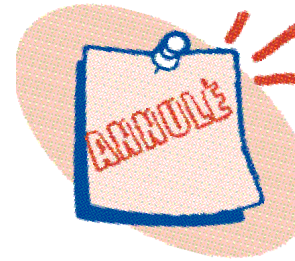


Modifying a confirmed trip

You may request a change once a trip has been confirmed. Such a request must always be submitted to an agent at the Reservations Centre.

However, if you wish to change an already confirmed departure point or destination, it will be necessary to cancel the original trip and submit a new request.

Cancellations



If you must cancel a trip, we urge you to do so as soon as possible, either by speaking with an agent at the Reservations Centre or by using our Automated Services. Officially cancelling your transportation serves a purpose, even at the last minute, as long as you do so before the vehicle's arrival.

Unnecessary trips may be prevented, and other users may take advantage of the vehicle's availability.

Frequent cancellations and repeated no-shows

Restrictive measures could be applied to paratransit users who repeatedly fail to show up or cancel too often. The STM will not send back a vehicle to pick up absentee clients, and the users' return trip will automatically be cancelled.

Transportation outside of Montreal

Before requesting transportation to Laval, Longueuil, or either North or South Shores, you must have first filled out and sent in the **Consent to the communication of personal information** form. You must then call at least five days in advance, to allow sufficient time for the other paratransit carrier to open a file for you. Afterwards, normal reservations procedures and delays will apply.

Paratransit users who do not live within the city of Montreal must contact their local carrier to obtain, modify or cancel transportation to or within Montreal limits.



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
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Québec

STM

Infrastructure
TRANSPORT

Canada

How to request transportation

With the exception of group transportation requests, all other transportation must be requested by telephone by calling 514-280-8211

However, 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.



You may request transportation by speaking directly with an agent at the Reservations Centre or by using the Automated Services* at your disposal.



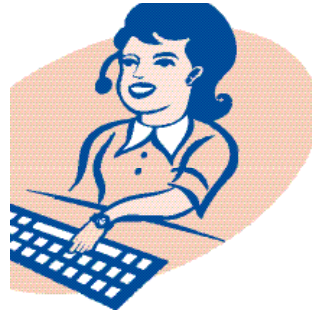
*For a complete list, please refer to Module 5 – Automated Services.

Requesting transportation by telephone through an agent at the Reservations Centre

First, please specify the type of request for transportation you are submitting (either occasional, regular, advance or trip modification) and follow the agent's instructions.

Before calling, please be sure to have the necessary information on hand:

- ✓ the user's file number;
- ✓ the exact addresses of both departure point and destination;
- indicate which access is to be used, if other than main entrance
- **Note:** for often-used public places, the STM determines the boarding and drop-off points;
- ✓ the preferred arrival time and return trip time (allow for some schedule flexibility);
- **IMPORTANT:** when submitting your request, you must be certain of your destination's business hours
- ✓ the mobility aids used during transportation (wheelchair, walker, guide dog, etc.);
- ✓ the presence of an escort.



Once you have confirmation for your transportation, the confirmed travel time is the time at which you must be ready for boarding. The vehicle should arrive within the next 30 minutes, after which it is considered late.

Request for regular transportation

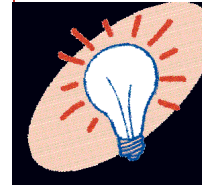


Regular transportation involves repeated trips, on a weekly basis, at set times and locations, for a minimum of four weeks. You may request regular transportation for any day of the week.

Such requests must always be submitted by telephone to an agent at the Reservations Centre. When obtaining confirmation at the end of your call, carefully note

your schedule's starting date, your confirmed travel times, and the exact locations for pick-up and drop-offs.

A regular transportation schedule can be temporarily suspended for up to eight weeks. For longer periods of time, the regular schedule will be cancelled.



Please note that regular transportation is automatically cancelled on statutory holidays. To travel on these days, you must submit a request for occasional transportation (For a list of statutory holidays, refer to Module 1 – General Information).

Request for occasional transportation

Occasional transportation can be requested for a single trip on a specific day. You may request occasional transportation for any day of the week.

You may submit your request up to three days ahead of time.

FOR EXAMPLE, if you wish to travel on Thursday, you may request a reservation as of Monday. You may also call Tuesday, Wednesday and even on the Thursday.

This type of request can be submitted to an agent at the Reservations Centre, or by using our Automated Services*.

Please note that a minimum of 60 minutes must elapse between your arrival time at destination and the departure time for your return trip.

*Available Fall 2003.

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 must be submitted to an agent at the Reservations Centre, up to 7 days ahead of time.

FOR EXAMPLE, you have a medical appointment set for Wednesday, March 26. You may start calling to request transportation as of the previous Wednesday, March 19, but not before ! Of course, your request can be processed any time afterwards, subject to availability, till the day of your appointment.

Request for group transportation

For a special outing involving at least five users – each having a valid paratransit file number – group transportation may be requested.

Someone in charge of the group should submit the request at least 10 days prior to the travel date.

We ask that you use the *Request for group transportation* form, available from our website or from Customer Service.

Once completed, the form can be sent by fax at 514-280-5317, by e-mail at groupes.ta@stm.info or by regular mail.

