

Carrying a second wheelchair

Arrangements can be made to transport a second wheelchair, as long as there is available space when the reservation is made. Users must inform the agent at the Reservations Centre about the second wheelchair.

Luggage, grocery and shopping bags



For safety reasons, luggage, grocery and shopping bags are only accepted aboard paratransit vehicles if they can be carried by the users themselves and if they do not take up additional space.

Drivers can refuse transportation if clients cannot carry their luggage or packages on their own.

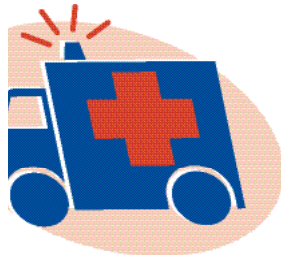
Punctuality

Paratransit is a door-to-door transit service that is subject to traffic delays. As a result, we cannot guarantee users will be picked up exactly at the time that was confirmed when the reservation was made. However, we will do our utmost to be there within the next 30 minutes. Afterwards, you may notify us of a late vehicle by contacting an agent at the Reservations Centre or through our Automated Services. You must wait the full 30 minutes before calling us.

Indeed, by leaving too soon to get to a telephone, you risk missing the vehicle's arrival. In addition, it is preferable to contact an agent at the Reservations Centre before leaving the designated boarding point. This way, you will avoid being declared a no-show, which would automatically call for the cancellation of your return trip.

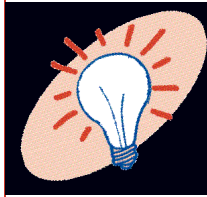
In case of an accident

Should an accident occur during transportation, the STM will take every step to contact the passengers' next of kin. Customer Service will also provide any information required by a paratransit user or family member who wishes to submit a claim.



Safe transportation of children

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 being escorted by either parent or child would enable the paratransit client to make use of the regular transit system.



Any child whose overall height when seated is inferior to 63 cm, measured from the seat to the top of the head, must make use of a seat adapted to the child's height and weight. These can be either a newborn carrier, a child seat or booster seat. Parents must provide for the seat, while the driver will secure it to the vehicle. The child can then be seated and buckled up by the parent.

If the parent is physically unable to install the child safely in its seat, he or she must be accompanied by an escort or have a third party present at both departure point and destination to care for the child. At the same time, parents must be able to provide their child with any assistance that may be needed during transportation. If not, parents should be accompanied during transportation. Reservations must be made in advance for each person.

Please note that the vehicles currently used by the taxi industry are not all equipped with the required anchoring devices, that would allow the seats to be safely restrained. As such, if a child must be transported in a seat adapted to its size, the parent or guardian must mention this when making their reservation, and transportation will only be provided by minibus.



For more information relative to the standards applicable to each type of seat, please contact our Customer Service.

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USER'S GUIDE

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General Information

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How to Request
Transportation

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Automated Services

Changing
to serve you
better

Québec

STM

Infrastructures
TRANSPORT

Canada

Before boarding

Ready to go at the confirmed time

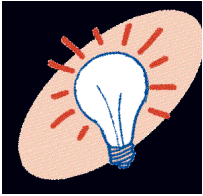
Paratransit users must be ready to board at the confirmed time. The vehicle should arrive within the following 30 minutes and the driver will signal his presence.

30 MINUTES

Accessibility

Users must also ensure that boarding and drop-off points at both departure point and destination are accessible.

Clients who use a wheelchair during transportation must also have prior knowledge of the number of steps in their way at either location. If there are more than three consecutive steps to climb or descend, users must arrange for assistance from someone other than the driver.



In winter, boarding and drop-off points must always be adequately cleared of snow. If paratransit clients notice their access is snowed-in and will not be cleared in time before the vehicle's arrival, they should cancel their transportation as soon as possible to avoid having the driver show up needlessly.



Residents of multiple-unit buildings (high-rise apartments, nursing homes, etc.)

We ask that residents be ready and waiting in the building's entrance hall at the time confirmed when the reservation was made.



Proper identification

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

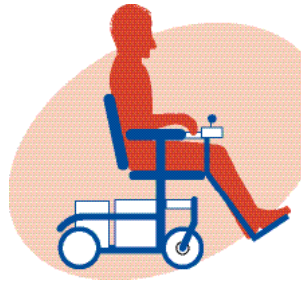


Fare collection

Paratransit users must produce the required fare for transportation, either the exact cash fare, a ticket or pass.



Restrictions related to boarding large wheelchairs, as well as three- and four-wheel scooters



The platform lift of certain minibuses cannot safely load wheelchairs and scooters that are larger than 73 cm (28.5 in) or longer than 116 cm (46 in).

Paratransit users affected by this restriction are invited to contact Customer Service.

If something breaks...

Although paratransit drivers are trained to handle most mobility aids, something can always break. For information or help, please contact our Customer Service.

Aboard paratransit vehicles

Safety belt

Paratransit users must wear a safety belt when travelling aboard a minibus or taxi. Clients who cannot buckle up their belt themselves can ask the driver to assist them. Aboard our minibuses, wearing the lap belt provided by the STM is mandatory.



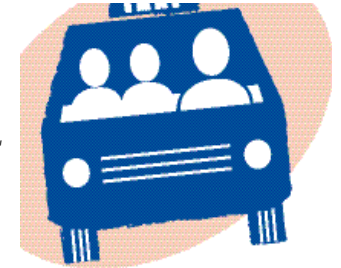
Clients using a wheelchair during transportation must ensure their chair is equipped with the appropriate anchoring devices that will allow the chair to be securely attached to the minibus floor, otherwise transportation will be refused.

Three- and four-wheel scooters

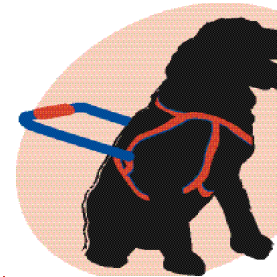
Unless otherwise specified, three- and four-wheel scooter type wheelchairs are allowed aboard minibuses and accessible taxis. However, users must be able to transfer themselves from the scooter to the vehicle's seat to travel.

Requirements for regular taxi use

Wheelchair users who travel by taxi must be able to transfer themselves from their wheelchair to the taxi seat without help from either driver or escort. They must also be able to sit in either the front or back seat of the cab. If not, they must travel aboard a minibus or accessible taxi only.



Guide dogs and service dogs



Paratransit users may have their guide dog or service dog with them during transportation. In a taxi, users and their dog must be able to sit in either the front or back seat of the vehicle. If not, they must travel aboard a minibus or accessible taxi only. Dogs must also be harnessed and secured aboard

minibuses.

Users must inform Customer Service in any case, so that their file may be modified accordingly. Also, they must indicate 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 an appropriate container

Smoking

It is strictly forbidden to smoke aboard all paratransit vehicles.

