

Other services

Option 3 : *cancelling transportation*

- 3 + 1 Cancellation of a trip that same day or during the next seven days

Use this option to cancel your confirmed transportation for that day or for the next seven days.

- 3 + 2 Permanent cancellation of a regular transportation schedule

Use this option to permanently cancel one or several regular trips that you will never need again.

- 3 + 3 Temporary suspension of a regular transportation schedule

Use this option to temporarily suspend regular transportation for a period of up to eight weeks (vacation, sick leave, or other). Transportation will resume automatically once the period is over. If the interruption exceeds eight weeks, the regular schedule must be permanently cancelled (option 3 + 2).

Option 4 : *Late vehicle notification*

A paratransit vehicle is considered late if it arrives more than 30 minutes after the confirmed pick-up time. You may use this option once the 30-minute time allowance is up.

Option 5 : *Confirming or consulting transportation times*

Options 5 + 2 to 5 + 4 allows you to consult your regular transportation schedule, as well as the confirmed times for occasional trips. You may also be able to confirm one or more requested trips (regular or occasional) previously placed on a waiting list that may have since been scheduled. The confirmed time is the time at which you must be ready for boarding. A vehicle should arrive within the next 30 minutes, after which it is considered late.

- 5 + 1 Consult trip schedule for current day or next seven days

- 5 + 2 Consult regular trip schedule

- 5 + 3 Confirm occasional transportation

- 5 + 4 Confirm regular transportation

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

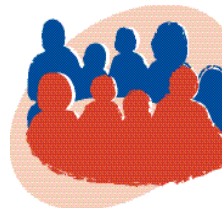


Mailing address

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



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



To use the
AUTOMATED SERVICES,
call **514-280-8211** and press **3**.

• SERVICES PROVIDED •

- 1 Request transportation for a **two-way** occasional trip
- 2 Request transportation for a **one-way** occasional trip
- 3 Cancel transportation
- 4 Notify us of a late vehicle
- 5 Confirm or consult transportation times

If needed, simply press **0**
to speak with an agent during the Reservations
Centre's business hours

Accessing the menu

To protect the confidentiality of your dealings, two preliminary steps are required before accessing the *Automated Services* menu.

After choosing option **3**, you must:

• Step 1

- ✓ Enter the five-digit paratransit file number;

• Step 2

- ✓ Enter the **four-digit access code**.

The access code consists of two numbers for the *month* and two numbers for the *date* of the user's birthdate:

FOR EXAMPLE:

April 17 = **0417** — and December 4 = **1204**

Once these steps are completed, select the service option that suits your needs.

Menu

Request for occasional transportation

- Options **1** and **2** allow you to submit requests for occasional transportation.

• ATTENTION •

TWO IMPORTANT REMINDERS!

Before using options **1** and **2**
remember that:

- These options will only become available in the Fall of 2003.
- You must contact an agent at the Reservations Centre during business hours.

After calling **514-280-8211**, choose option **1** (requesting transportation through an agent at the Reservations Centre) and advise the agent you wish to activate the *Request for occasional transportation* function available from the *Automated Services*.

Together with the agent, you will create your *List of Preferred Addresses* (maximum of 9). At the same time, arrangements will be made to send you our list of public places. You will need this list when requesting occasional transportation to any one of these destinations.

Option **1** : *Request transportation for a two-way occasional trip*

Select this option if:

- ✗ Your request involves planning two trip segments, the first to go and the second to return
- ✗ You know the address from which each trip segment **will originate** (departure point addresses)
- ✗ You know the address where each trip segment **will end** (destination addresses)

Your **departure point** and **destination** must always correspond with one of the following three definitions:

- **Residence**: User's current home address (Specially coded because it represents the most frequently requested departure point and destination by users)

- **Preferred address**: address chosen by the user when their *List of Preferred Addresses* was initially created with an agent. Each preferred address has its own number (up to a maximum of nine). Once the list is compiled, it is up to the user to update it, again with the help of an agent at the Reservations Centre.
- **Public place**: a location frequently travelled to by paratransit users and included in our *List of public places*, available from our website or from Customer Service.

- ✗ Transportation must be needed for that same day or during the next three days.

Option **2** : *Request transportation for a one-way occasional trip*

Select this option if:

- ✗ Your request involves planning only one trip segment, or **one-way trip**.
- ✗ You know the address from which the trip segment **will originate** (departure point address)
- ✗ You know the address where the trip segment **will end** (destination address)

Your departure point and destination must always correspond with one of the following three definitions:

- **Residence**: User's current home address (Specially coded because it represents the most frequently requested departure point and destination by users)
 - **Preferred address**: address chosen by the user when their *List of Preferred Addresses* was initially created with an agent. Each preferred address has its own number (up to a maximum of nine). Once the list is compiled, it is up to the user to update it, again with the help of an agent at the Reservations Centre.
 - **Public place**: a location frequently travelled to by paratransit users and included in our *List of public places*, available from our website or from Customer Service.
- ✗ Transportation must be needed for that same day or during the next three days.