

Public transit

How to travel safely by bus and metro...

Planning an excursion with your group? The bus and the metro are your best choice to get quickly where you're going. Follow these instructions for a pleasant and safe trip.

Make things easier: plan your trip before you leave!

The best time to travel with a group is during the off-peak period, that is between 9 a.m. and 3 p.m.

Try as much as possible to use the metro, since it has a larger capacity.

On the bus, groups should not exceed 25 persons. If your group is bigger, divide it in smaller groups. If you just can't split your group, the STM should be advised at least 48 hours before your trip. Your summer camp supervisor has a list of people to contact at the STM (Please note: The STM phone list is updated yearly).

Travelling safely by bus

WAITING AT THE STOP

- Have the children wait in line without pushing or shoving;
- Make sure they stay well away from the curb;
- Try as far as possible to group the children by their means of payment. For example: children under six in front, followed by children with reduced-fare tickets, children with CAM hebdo passes, etc. This will make your boarding and the bus driver's work easier;
- Be sure that the bus has come to a complete stop before moving forward.

GETTING ON THE BUS

- Be sure that you are going in the right direction;
- Be sure to identify your bus line before boarding (many stops serve several different lines);
- Allow other passengers to disembark before getting on board;
- **First caregiver** – get on board, let the bus driver know that a second caregiver is following with the payment, and move toward the back of the bus with the children;
- Make sure that the children board one at a time without pushing or shoving;
- **Second caregiver** – bring up the rear and make sure that the children have all boarded the bus. Pay the fares for each member of the group and ask for transfers as needed.

ABOARD THE BUS

- Never block the rear doors;
- Remind children never to put their head or limbs out the bus window, to ensure their safety;
- If there are no more seats, have children stand and hold the support poles tightly. Make sure they do not sit on the floor;
- Make sure that the children stay calm, do not yell, and do not play with the stop request buttons or cords;
- ***In case of emergency***, alert the bus driver. Each bus has a two-way radio.

GETTING OFF THE BUS

- Have the children get ready to disembark when you arrive one stop before your own;
- One of the caregivers should ring for a stop;
- Make sure that the children do not get up before the bus comes to a full stop;
- Have the children get off by the rear door (unless told otherwise by the driver);
- ***First caregiver*** – get off and line the children up well away from the bus;
- ***Second caregiver*** – before getting off, make sure that none of the children are left inside the bus and do a group check once you have gotten off.

Travelling safely by metro

ENTERING METRO STATIONS

Certain station entrances do not accept reduced-fare tickets. Check to see if you are at one of these entrances:

- Jean-Talon, corner of Jean-Talon and Saint-Hubert;
- Laurier, corner of Laurier and Berri;
- D'Iberville, corner of Jean-Talon and Louis-Hébert;
- Fabre, corner of Jean-Talon and Fabre.

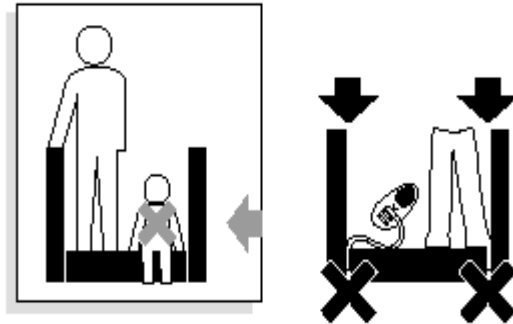
There are no ticket takers at these entrances; they use automatic gateways which do not accept reduced-fare tickets. We suggest that you go to another entrance that has a ticket taker.

- If you have any problems at the automatic gateways, do not hesitate to call the ticket taker for help using the telephone near the gates.

ESCALATORS

Before getting on an escalator, make sure the children's shoelaces are well tied and that the straps of their backpacks are not dragging on the ground;

- Line the children up in two files;
- Warn the children that ***it is strictly forbidden to lean on the sides;***
- Have the children ***hold the banister*** and be careful. Remind them ***never to sit down*** on the steps, and to stay standing with both feet on the same step.



AT THE TICKET BOOTH

- ***First caregiver*** – go to the ticket booth and give the ticket taker the appropriate transfers, or obtain the tickets you need (for both the outward and return trips).
 - Caregivers must set an example and pay their fare. Those under 18 can obtain the reduced fare with their reduced fare access card;
 - A caregiver should pass through the turnstiles to gather the children before moving on to the platforms;
 - Have the children pass by the ticket booth's turnstile, or through the other turnstiles if possible;
 - It's a good idea to help the children pass through the turnstiles one by one without rushing. Keep a steady pressure on the turnstile to avoid a sudden rebound which might hurt one of the children;
 - Children should not throw objects. In case of need, the caretakers should pick up objects that are dropped;
- If you mean to continue by bus, you must get ***transfers*** (one per person) at the transfer machines at the ***station where you start your trip.***

WAITING FOR THE TRAIN

- Have the children stay against the wall when they walk along the platform. *Go forward so that you can get on one of the three forward cars;* this way, the driver can pay attention to your getting on and off and can control the doors appropriately if need be;
- Have the children stay against the wall while they wait for the metro;
- Make sure that the children ***never pass the orange line or circles*** near the edge of the platform before the train stops completely.

GETTING ON THE TRAIN

- Allow other passengers to get off before you board;
 - Board one of the three forward cars (near the operator) using the four doors as needed;
 - Have the children board one at a time without pushing or shoving;
 - **First caregiver** – board the train first to guide the children;
 - **Second caregiver** – stay on the platform to make sure the children board safely. When all the children are on board, get on yourself and stay in front of the doors so that no children get off;
 - Have the children remain calm and stay away from the doors without pushing or shoving;
 - For safety, have the children hold onto one of the support poles if they haven't found a seat. Preferably do not have them sit on the floor.
- Once inside, the children will probably go all at once for a free seat; if they cannot sit down, they will be content to imitate you and hold onto the poles. In order not to block access and for safety reasons, **doors must not be leaned against**, since at some stations the doors open on the other side.

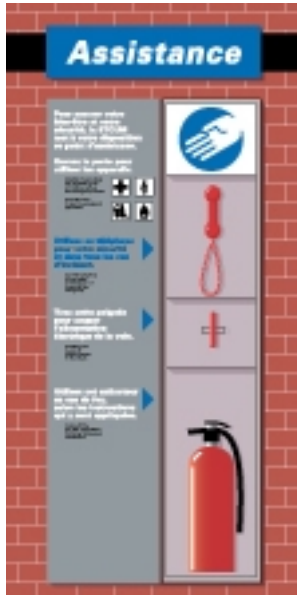
In the trains, make sure the children do not play with the handle of the door that leads to the next car. The door could open and pose a danger to the child.

GETTING OFF THE TRAIN

- Have the children get ready to disembark one station in advance;
- Have the children stay where they are until the train has entered the station;
- **First caregiver** – go near the doors to help the children get off and to make sure that none of the children are left on board;
- **Second caregiver** – go onto the platform, line the children up against the platform wall, and count them. The first caregiver, who will be the last to get off, will make sure that none of the children are left on board.

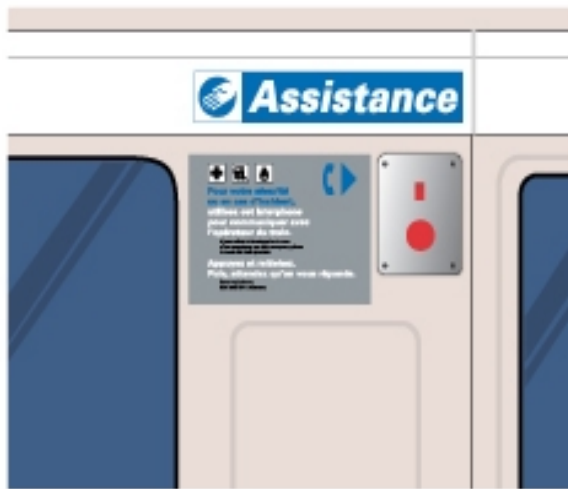
In case of emergency

On the platform



- There are security devices at the blue emergency stations on each platform. Each of these stations contains: a switch for track current, a red emergency telephone, and a fire extinguisher.
 - **If a person falls on the tracks**, don't delay one second – go to an emergency station and **pull out the switch**. This will cut the electric power to the rails. Then **use the red telephone** to contact the Control Centre, where metro personnel will take charge of the situation;
 - Never reach for a person who has fallen onto the tracks, even if the current has been cut; instead, tell them not to move and wait for help. Do not get down onto the track yourself to help them either, because you could electrocute yourself
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- If you pull the switch, don't forget to leave it in the emergency station. This will allow emergency personnel to turn the current back on safely.

ABOARD A METRO CAR



- If an emergency arises in a metro car, contact the train operator using the intercom, in the upper centre of the car (find the sign with a hand symbol labelled “Assistance”);
- If the situation is extremely urgent, you can stop the train by pulling the emergency brake. If possible, use the emergency brake while the train is in a station and when the doors are open, because it is faster and easier for personnel to intervene in that state.

IN THE ESCALATORS

- Stop the escalator using the red button at the top or bottom;
- Remove the children from the area;
- If there are two caregivers, one should go to the ticket booth; otherwise, ask another passenger to do it for you. Identify yourself to the ticket taker and explain the situation. He or she will contact our emergency services.

IN CASE OF A SERVICE INTERRUPTION

Have the children stay calm and speak quietly so that you can hear instructions from metro personnel.

- If your children have baggage, have them hold their backpacks by hand in the bus and metro in order to alleviate crowding problems.

ADVICE FOR DAYCARE CENTRES

- Identify the children in your group with a clearly visible armband or smock in order to save yourself headaches;
- Make sure the armbands or smocks have the name and telephone number of the daycare centre;
- In the metro, do not use a “snake”-type cord for the children to hold. A misstep in an escalator or a train door closing at the wrong moment could cause serious accidents.

Useful Numbers
STM

Schedule Information

STM-INFO, press 8 for English, option 7
(514 786-4636 + 8 + 7)

General Information
(STM Publications,
Planibus and Maps)

STM-INFO, press 8 for English, option 4, option 3
(514 786-4636 + 8 + 4 + 3)

Comments

STM-INFO, press 8 for English, option 4, option 1
(514 786-4636 + 8 + 4 + 1)

Bus Rentals

514 280-5327

Lost and Found

STM-INFO, press 8 for English, option 4, option 2
(514 786-4636 + 8 + 4 + 2)

Security Service

514 280-4825

Web Site

www.stm.info
