Transport Contact

Summer 2023

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# Fare adjustments as of July 1, 2023.

The Autorité régionale de transport métropolitain (ARTM) has made some adjustments based on a weighted average indexation of 3%.

The following are the items that concern you as paratransit customers.

As of July 1:

* For payment of exact change on board vehicles, only the reduced fare for ages 6 to 17 will change, from $2 to $2.25. For other categories, fares will remain the same.
* As a reminder : as of July 1 residents of the agglomeration of Montréal will ride for free for their trips in zone A.

## Zone A

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Regular fare** | **Ages 6–17** | Students 18 and over | 65 and over |
| Exact fare aboard vehicles | $3,25  | $2,25 | -- | $2,25 |
| 1-trip fare, All Modes A | $3,75 | $2,75 | -- | $2,75 |
| Weekly pass, All Modes A (Monday to Sunday 11:59 p.m.) | $30,00 | $18,00 | -- | $18,00 |
| Monthly pass, All Modes A (First to last day of month) | $97,00 | $58,00 | $58,00 | $58,00 |
| 4-month pass, All Modes A (Consecutive) | -- | $226,00 | $260,00 | $226,00 |

## Zones A and B

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Regular fare** | **Ages 6–17** | Students 18 and over | 65 and over |
| Exact fare aboard vehicles | $4.25 | $2.75 | -- | $2.75 |
| 1-trip fare - All Modes AB | $4.50 | $3.00 | -- | $3.00 |
| Monthly pass, All Modes AB | $155 | $90 | $92.50 | $92.50 |

## Zones A, B and C

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Regular fare** | **Ages 6–17** | Students 18 and over | 65 and over |
| Exact fare aboard vehicles | $5.75 | $3.75 | -- | $3.75 |
| Monthly pass, All Modes ABC | $190.00 | $114.00 | $114.00 | $114.00 |

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# If you have to cancel a reservation.

## Do so at least two hours before your boarding time.

# Reporting a cancellation less than two hours before boarding results in several inconveniences, and can even hamper transportation for other people.

We understand that, under certain circumstances, late cancellation is your only option. However, it’s important to limit late cancellations that could have been avoided.

## Did you know?

Nearly 170 late cancellations are reported daily. These situations too often lead to scheduling delays.

## The best way to cancel

* Let us know about your cancellation more than two hours before your confirmed boarding time.
* Use SIRTA or contact customer service as soon as possible at 514‑280‑8211, option 2.

# Do you have luggage?

If so, we have to ensure your safety and that of other customers when you’re handling it.

To ensure complete luggage safety, refer to the following table:

* Can you carry your own luggage?
* Does your luggage require an additional seat in the vehicle?
* While in the vehicle, will your luggage be solidly attached or held by you?

**If you answered “yes” to each of these questions, everything’s under control. A single “no” can become a problem because:**

* **The driver may refuse to take you if you have items you cannot carry yourself.**
* **Each passenger must occupy a single seat in the vehicle, even if the vehicle is empty when you board.**
* **Your luggage must remain in place during the trip. If your luggage moves, it can compromise the safety in the vehicle.**

## **What about the trunk of the vehicle?**

**This space is reserved for the mobility aids of people on board and those of people who will be boarding after you. It’s not intended for luggage.**

## **Exceptions for longer trips**

**If you’re going to the airport or the bus terminal, or if you’re preparing for an intercity train trip, notify customer service when you reserve your trip. Let us know that you’ll have luggage and we’ll take the necessary measures.**

# Booking a trip: 2 essential questions

Next time you call to book a trip, be prepared to answer two essential questions:

* What is your customer number?
* What is your destination address?

Being able to answer these questions right away will save you and our customer service agents time!

# Tell us what you think.

We’re currently seeking feedback from our customers on our 2030 Strategic Organizational Plan (SOP).

We’re targeting ambitious goals, and strategies have been developed to achieve them. Before we get started, we would like you to take part in a survey.

The development of public transit in Montréal is of interest to many people, and we are seeking their opinion. Are you among them?

[Participate](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmavoixmastm.info%2FS2%2F225%2FPSO2030%2F&data=05%7C01%7CAlain.Petit%40stm.info%7C8f2e3eed1dca4030f2e708db62af4f0a%7C30e20154b9ea43ed8437fe236e83fa2e%7C0%7C0%7C638212277304137429%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=BRvR2n8XFIJhMSmwfcZGJlL1guiLcIQYRyoGDJ95mIc%3D&reserved=0) ! (survey in French only)