

# Paratransit Service Handbook For Customers



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## Paratransit service

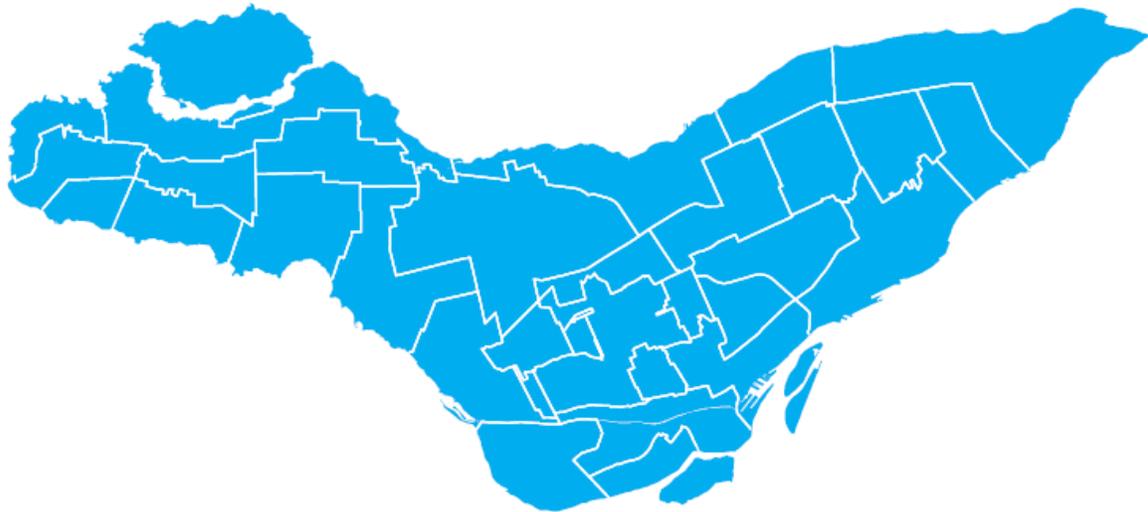
STM paratransit services are provided collectively, door-to-door, and are based on a reservations-only system.

The service is only available to admissible customers who meet the criteria stated in the Ministère des Transports du Québec's Paratransit Eligibility Policy and, if needed, their travel companion.

The STM has the final say about which type of vehicle it chooses to use for any given trip (minibus, standard or adapted taxis). That choice is based on the individual's limitations and the availability of resources. Also, the choice of seating inside a vehicle is determined by such limitations and/or by the order in which passengers board.

### Area served

The area covered by STM paratransit service is the area covered by the Montréal Urban Agglomeration, that also includes Île-Bizard, Île Sainte-Hélène, Île Notre-Dame and Nuns' Island. For transportation within the metropolitan area, refer to page 22.



### Operating hours for transportation

	<b>First pick-up of day</b>	<b>Last drop-off at night</b>
Sunday to Thursday	6 a.m.	12:30 a.m.
Friday and Saturday	6 a.m.	1:30 a.m.

### Types of vehicles

**Adapted taxi**



**Standard taxi**



**Minibus**



Website: **[stm.info](http://stm.info)**

Under the heading Paratransit, you will find information about:

- Admissions
- Forms
- Transportation for disabled visitors
- Fares
- Transportation in the metropolitan area
- *Transport Contact* newsletter
- Frequently Asked Questions... and so much more!

Thanks to **SIRTA**, the online reservation site available from 7 a.m. to 9 p.m., you can reserve your transportation or cancel a trip. Avoid waiting for the call centre while making it easier on yourself! For a complete list of available options through **SIRTA**, refer to page 24.

## Call centre

A single telephone number to access all our services: **514 280-8211**.

All calls are handled by our Interactive Voice Response system, with 5 options to choose from.

Option	Service	Schedule
1 Reservations	<ul style="list-style-type: none"> <li>➤ Requesting regular transportation</li> <li>➤ Requesting a change in transportation</li> <li>➤ Requesting occasional transportation</li> </ul>	7 days a week 7 a.m. to 9 p.m.
2 Current travel info	<ul style="list-style-type: none"> <li>➤ Reporting a late vehicle</li> <li>➤ Reviewing transportation times</li> <li>➤ Cancelling transportation</li> <li>➤ Confirming a regular transportation schedule</li> </ul>	Sunday to Thursday and legal holidays 5:30 a.m. to 12:30 a.m.
		Friday and Saturday 5:30 a.m. to 1:30 a.m.
3 Automated services	<ul style="list-style-type: none"> <li>➤ Reporting a late vehicle</li> <li>➤ Cancelling transportation</li> <li>➤ Requesting occasional transportation</li> </ul>	7 days a week 7 a.m. to 9:30 p.m.
		<ul style="list-style-type: none"> <li>➤ Reviewing or confirming transportation times</li> </ul>
4 Customer service	<ul style="list-style-type: none"> <li>➤ New admission request or follow-up</li> <li>➤ Request for information about our services</li> <li>➤ Comment or complaint</li> <li>➤ Updating customer file (change of address or other)</li> </ul>	Monday to Friday 8:30 a.m. to 4:30 p.m.

Option	Service	Schedule
	<ul style="list-style-type: none"> <li>➤ Information for visitors</li> <li>➤ Lost and found items</li> </ul>	
5 General information messages	<ul style="list-style-type: none"> <li>➤ Hours of operation for transportation and automated telephone services</li> <li>➤ Area served and fares</li> <li>➤ Regulations</li> </ul>	7 days a week 24 hours a day

## Legal holidays and transportation schedules during special events

Regular transportation schedules are automatically cancelled on legal holidays, except for dialysis treatments. If you wish to travel on a holiday, you must request occasional transportation. The operational measure stated above applies on these days:

- Holiday season (December 25 to January 2, inclusively)
- Good Friday
- Easter Monday
- National Patriots' Day (formerly Victoria Day)
- Fête nationale du Québec (Saint-Jean-Baptiste)
- Canada Day (Confederation Day)
- Labour Day
- Thanksgiving Day

Refer to our website to find out about transportation schedules during special events or festivals that may affect service.

## Suspension of service

When there is a snow storm or freezing rain, or if an emergency situation occurs, the STM may decide to temporarily suspend transportation. In that case, you can either check **SIRTA**, the online reservation page on our website or call us; a message will provide an update of the situation. For safety reasons and to keep delays to a minimum on such days, we are counting on you to cancel your trips if you feel they can be postponed to another day.

**(SIRTA online reservation [stm.info/ta](http://stm.info/ta) logo + 514 280-8211)**

## **Time allowance prior to transportation**

The confirmed time for your transportation is the time at which you must be ready to board. Your vehicle should normally show up within the next 30 minutes. It is only considered late after that period is up.

For example, a reservations agent informs you that your transportation is confirmed for 8 a.m. You must be ready at 8 a.m. and your vehicle has until 8:30 a.m. to show up. Your vehicle is considered late only as of 8:31 a.m.

The 30-minute window only applies to the vehicle's arrival for boarding. In other words, it is the period of time during which the vehicle is required to pick you up. This window of time allows us to pair you with other customers travelling a similar route. The pairing of trips and the punctuality of customers are essential to providing efficient service.

## **Time allowance for transportation**

Depending on the distance of your trip, the time you spend aboard our vehicle can reach 90 minutes for destinations within the STM service area, and up to 120 minutes for travel within the metropolitan area. STM is committed to providing on-time service as much as possible, but because of the nature of door-to-door group transportation and of circumstances beyond our control, such as road conditions, we cannot guarantee your arrival time at your destination. Still, we do our utmost to plan your arrival time as close to your requested time as possible.

At times, longer group trips can also mean longer time spent aboard our vehicle.

To find out more about the information required for a reservation, please refer to page 19.

## **Transportation for disabled visitors**

Disabled visitors from within Québec who are not already registered for paratransit services as well as visitors from outside of Québec can also call upon STM services, on condition that they use a wheelchair for all travel. If you are already a registered paratransit service user in Québec, you also qualify for STM service.

Contact our customer service line (**option 4**) with as much advance notice as possible to open a file and get all the information you need. Additional information is also available on our website at **stm.info**, under the heading Paratransit.

**Service user turning off scooter motor on minibus lifting platform.**



## Fares and fare collection

You must pay for your transportation each time you board a vehicle, according to current fare regulations, otherwise you may be refused service.

### Fare payment methods

	<p><b>Cash</b> Pay exact fare to the driver, as change is not provided.</p>
	<p><b>One-trip ticket on a fare card (magnetic card)</b> Give your fare card to the driver.</p>
	<p><b>TA OPUS card</b> Weekly or monthly fare cards only. Show the driver your OPUS and keep it handy throughout your trip.</p>

For more information about current fares or points of sale, go to our website at [stm.info](http://stm.info) or contact our customer service (**option 4**).

### Reduced fare

You are only entitled to a fare reduction if you hold a reduced fare OPUS card delivered to eligible persons 6 to 25 years old and to those 65 years and over. To pay the reduced fare, eligible persons must first obtain a photo ID OPUS card from either the Société de transport de Montréal (STM), Réseau de transport de Longueuil (RTL), Société de transport de Laval (STL) or Agence métropolitaine de transport (AMT).

Children 6 to 11 years old can pay the reduced fare in cash only, if they do not have their own photo ID OPUS card. Newly admitted customers 6 to 15 years old automatically receive an identity card bearing the words « TA STM RÉDUIT ». Without that photo ID OPUS card, older children aged 12 to 17 must pay the full adult fare.

### **Students 18 and over**

Full-time students over 18 years old are entitled to a fare reduction, but only for the purchase of monthly and 4-month passes. All other fare card options are available at the full fare.

### **65 years and over**

Persons 65 years and over are also entitled to pay reduced fares. However, they must produce a photo ID OPUS card when paying the reduced fare. All new STM Transport adapté users over the age of 65 automatically receive an identity card bearing the words « TA STM RÉDUIT ». Those who will soon reach the age of 65 and would like to pay reduced fares must call our customer service (**option 4**) to request it.

To find out more about our criteria for obtaining a photo ID OPUS card, please go to our website at **stm.info**.

### **Children**

Children 5 years old or less travel for free and must be accompanied by an older person in charge.

### **Travel companions**

Travel companions pay for their ride when travelling aboard a paratransit vehicle, unless the user they accompany has a compulsory assistance status, established during the admissions process. For more information about being accompanied, refer to page 30.

### **Fares for trips in the metropolitan area**

To pay your fare when travelling off the island of Montréal but within the service area covered by the Agence métropolitaine de transport (AMT):

**Double the STM fare** for trips to Réseau de transport de Longueuil (RTL) and Société de transport de Laval (STL) territory, except at Cartier métro station, as it serves as the transfer point for the North Shore

**Triple the STM fare** for trips to North and South Shore municipalities

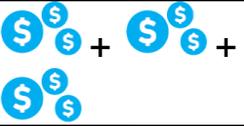
In the event you transfer to another service provider, you must pay the fare required by each provider. For example, you pay your STM fare when you board in Montréal and after, you pay the RTL fare when you transfer in Longueuil.

## Different ways of paying your fare

### Fares for metropolitan travel to Laval (STL) and Longueuil (RTL)

	Twice (2x) the amount of single cash fare*
	STM weekly or monthly pass + single cash fare
	TRAM monthly pass (destination determines zone)

### Fares for metropolitan travel to North and South Shores

	Three times (3x) amount of single cash fare *
	STM weekly or monthly pass + twice (2x) the single cash fare
	TRAM monthly pass (destination determines zone)

With a transfer: Twice (2x) the STM fare + Fare of other service provider

\*  =  **A single trip can be paid for in cash or with a ticket**

## Promotional fares

At random times of the year or when special events are taking place, a promotional fare may be offered to paratransit customers in the same way it may be offered to bus and métro users. Check our website at **stm.info** for any promotions.

## Fare collection and control

At any time during transportation aboard our vehicles, STM fare inspectors can ask you to produce your fare card to ensure your fare was paid according to current regulations. When you board an STM paratransit minibus or taxi, the driver notes your fare payment (OPUS card, magnetic card or cash) on his list of trips.

If you do not pay your fare, you could get a statement of offence through the mail for the infraction and be fined anywhere from \$100 to \$500, as stated in the STM's R-105 By-law. If you are the legal guardian of a paratransit customer, you will be held responsible for the infraction and the statement of offence will be issued in your name.

### **Are you the legal guardian of one of our service users?**

As their guardian, you must ensure that the person in your care travels with a valid fare card or money for payment of fare. We strive to keep our customer files updated and, to that end, must ensure that any legal guardian or responsible person is clearly identified. If information changes, please notify customer service (**option 4**). Updating this information is crucial as the legal guardian is the first person contacted, if needed.

### **Identity card**

With their admission documents, new service users will receive an OPUS identity card from Transport adapté that can be loaded with transit fares. Once that initial card is issued, fees could be required of you for additional cards to replace a lost or stolen one.

For security reasons, service users (or their legal guardian) must produce their Transport adapté identity card or be able to adequately identify themselves during transportation with paratransit.

### **Service user showing driver her Transport adapté identity card.**



## Requests for transportation

Type of transportation	Reservation method
Regular transportation	<ul style="list-style-type: none"><li>➤ By Internet at <a href="http://stm.info">stm.info</a></li><li>➤ With an agent: 514 280-8211, option 1</li><li>➤ By fax: 514 280-6313</li><li>➤ By mail: 3111, rue Jarry Est, Montréal (Québec) H1Z 2C2</li></ul>
Occasional transportation	<ul style="list-style-type: none"><li>➤ By Internet at <a href="http://stm.info">stm.info</a></li><li>➤ Using Automated services: 514 280-8211, option 3</li><li>➤ With an agent: 514 280-8211, option 1</li></ul>
Group transportation	<p>Send in the <i>Group transportation request</i> form no later than 10 days ahead of travel date:</p> <ul style="list-style-type: none"><li>➤ By email: <a href="mailto:groupe.ta@stm.info">groupe.ta@stm.info</a></li><li>➤ By fax: 514 280-5317</li><li>➤ By mail: 3111, rue Jarry Est, Montréal (Québec) H1Z 2C2</li></ul>
Metropolitan transportation	<p><i>Consent to the communication of personal information</i> form:</p> <ul style="list-style-type: none"><li>➤ By email: <a href="mailto:transport.adapte@stm.info">transport.adapte@stm.info</a></li><li>➤ With an agent: 514 280-8211, option 1</li><li>➤ By fax: 514 280-6313</li><li>➤ By mail: 3111, rue Jarry Est, Montréal (Québec) H1Z 2C2</li></ul>

### 30-minute window for arrival

When the time of your transportation is confirmed to you, that becomes the time at which you must be ready to board. Your vehicle should arrive within 30 minutes. Once that period has run out, your transportation is considered late.

### Information required to make a reservation

Before calling, make sure you have the following information on hand:

- File number
- Exact address of departure point and destination, with information about location of building access if it is other than the main entrance – **For often-**

**visited public places, pick-up and drop-off locations are determined by the STM and the building's administration**

- Requested arrival and return times (allow for some flexibility) – When requesting transportation, you must already know your destination's opening and closing hours
- Mobility aids carried or used during transportation (wheelchair, walkers, guide dog, or other)
- Presence or absence of travel companion, their mobility aids and any additional space requirement, if applicable

Our reservations agent may ask for which reason you are requesting transportation (medical, work, school, leisure activity, workshop). This is to assign a code and determine the priority of your transportation, should road conditions become difficult and dictate trip cancellations.

### **Minimum time at destination**

A minimum 60-minute interval is built in between the 2 portions of a return trip, which means between your arrival time at destination and departure time for your return.

### **Regular transportation**

Regular transportation means a trip is taken at least once every two weeks and is repeated at the same times and between the same destinations, for a minimum of 4 consecutive weeks. You must always request regular transportation either with **SIRTA**, the online reservation site, by mail, by fax, or with a reservations agent (**option 1**).

You can interrupt a regular transportation schedule for up to 8 weeks. Any longer interruption will result in the schedule's permanent cancellation.

Regular transportation schedules are automatically cancelled on legal holidays, except for dialysis treatments. To travel on a legal holiday, you must request occasional transportation.

### **Occasional transportation**

Occasional transportation means a trip occurs once on a given day for errands, an appointment, an event or an activity.

You can request occasional transportation starting 7 days prior to your travel date by speaking with a reservations agent, by using **SIRTA**, the online reservation website, or automated telephone services (**option 3**).

All requests for transportation within STM's service area are accepted for the next day (no refusals until the day before transportation). However, any same-

day changes or new requests for transportation are subject to availability of resources and could be refused.

## **Group transportation**

Groups of 5 paratransit customers or more (each with their own file number) who would like to occasionally travel together as a group can request group transportation to go to restaurants, museums, public parks, etc.

All that is needed is for someone in charge to send in the *Group transportation request* form no later than 10 days prior to the travel date, either by fax, email or through postal service. This form is available on our website or from customer service (**option 4**).

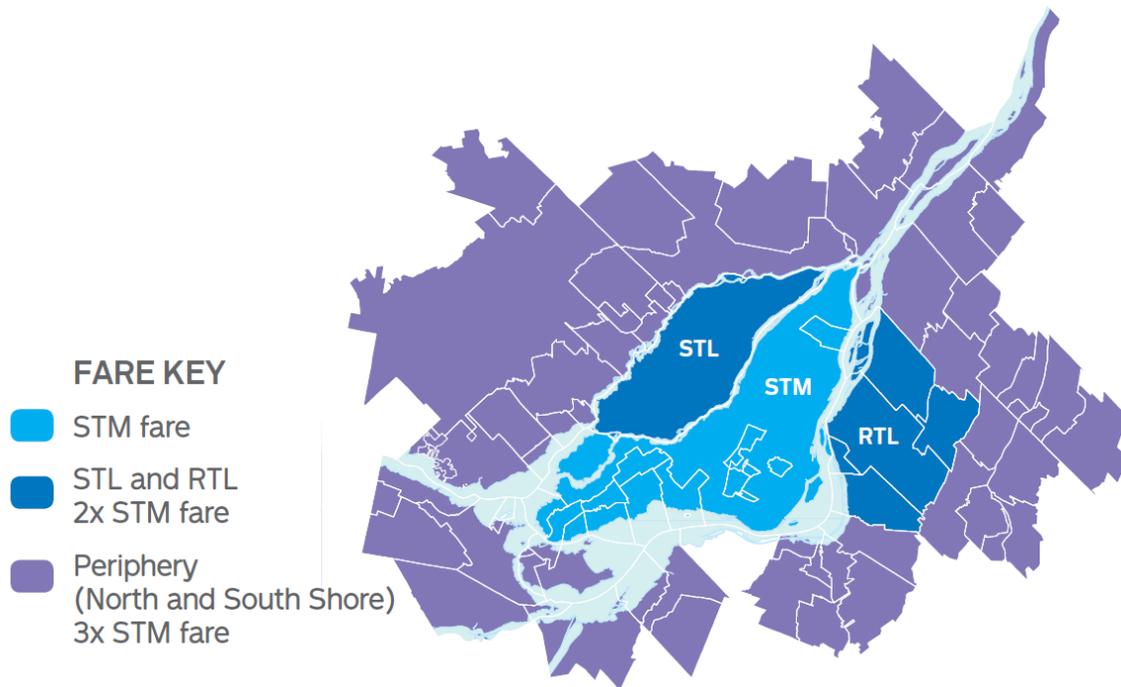
## **Paratransit users aboard an adapted taxi.**



## Transportation in the metropolitan area

Metropolitan service means integrated paratransit service that enables you to travel beyond the island of Montréal, anywhere within the area served by Agence métropolitaine de transport (AMT) aboard current fleets of minibuses and taxis. Your local paratransit service provider will make arrangements for either portion of your trip. Transportation may be entirely provided by STM or jointly with another service provider, thereby involving a transfer.

AMT's service area covers the greater metropolitan area, including the islands of Montréal and Laval, Longueuil, as well as the North and South shores. For more information about paratransit services in the metropolitan area, go to AMT's website, under the heading Paratransit, and refer to the map.



**Service user boarding an adapted taxi.**

**Driver assisting a client.**



Prior to using transportation services in the metropolitan area, you must first fill out and send in a *Consent to the communication of personal information* form, available on our website or by calling customer service (**option 4**). This form is used to give other service providers the necessary information to ensure safe and adequate service. In such cases, prior to your first trip with another service provider in the metropolitan area, a waiting period of 5 days will apply between the time you register for service with that provider and your first trip.

**Once registration is completed, the usual procedures for making a reservation apply.** However, requests for transportation in the metropolitan area must be received prior to noon the day before travel.

For return trip transportation, service users must stay a minimum of 2 hours at their destination.

## **Password**

To make a reservation using the telephone system or Internet, you will need a password. If you have never used this service before, your initial password consists of the four numbers making up the month and date of your birth.

For example, if your birth date is June 4, your password is 0604.

When you first access the website using that password, you will be required to reset with a new password for greater security.

## **Online reservation**

Avoid waiting for a call centre agent by using **SIRTA**, the online reservation site at [stm.info](http://stm.info). It's simple to use, reliable and fast!

With **SIRTA**, you can:

- Reserve regular or occasional transportation
- Cancel a trip
- Interrupt your regular transportation for a maximum of 8 weeks
- Review your regular or occasional transportation
- Review your confirmed reservations for the next 7 days
- Edit certain information in your customer file

You can find the link in the right-hand column when you browse the pages of the [stm.info/ta](http://stm.info/ta) website. A SIRTA handbook is available on the «Reserve a trip» page, under the heading «Reserve, modify and cancel» in the «Using Paratransit» section.

### **Three easy steps to reserve occasional transportation**

1. Enter your customer file number and password
2. Enter the required information for your trip (date, time, address, mobility aid or travel companion)
3. Verify that your reservation was registered and saved by reviewing your confirmed reservations for the next 7 days

For regular transportation, the same easy steps apply. However, there is a 5- to 10-day waiting period before obtaining confirmation through **SIRTA**, as Transport adapté staff must program your trip information.

### **Automated services**

STM's Transport adapté operates an interactive voice response (IVR) telephone system we refer to as our automated services. You can access the system by calling **514 280-8211**, **option 3**. With the IVR system, you can:

1. Request occasional transportation, two-way
2. Request occasional transportation, one-way only
3. Cancel and temporarily interrupt transportation
4. Report a late vehicle
5. Confirm or review transportation

If needed, simply press 0 to speak with an agent during the call centre's business hours.

To ensure the confidentiality of any telephone transactions regarding your transportation, **2 more steps are required** to access the menu for our automated services.

1. First enter the 5 or 6 digits of your file number, followed by the pound key #
2. Then enter your 4-digit password. This password consists of the month and date of your birth. For example, **April 17 = 0417**

Having completed these steps, simply choose the service you need from the main menu.

A POINT OF DEPARTURE AND A POINT OF ARRIVAL MUST ALWAYS CONFORM TO ONE OF THESE DEFINITIONS:

- RESIDENCE – Home address of service user
- PREFERRED ADDRESS – Address you chose when you prepared your *List of Preferred Addresses* with an agent. A number is assigned to each of them (you are allowed up to a maximum of 8 addresses). Once your list is finalized, you can update it anytime by speaking with a reservations agent (**option 1**)
- PUBLIC PLACE – A location that is often visited by paratransit service users and is featured in our *List of Public Places* (available from our website or on request)

Transportation can be requested through our automated services up to 7 days in advance, but never for same-day travel.

## Request occasional transportation

Menus 1 and 2 are used to request occasional transportation. **But wait! Before accessing these menus**, you must first prepare your *List of Preferred addresses* (maximum of 8) in order to select the *Request occasional transportation* option from automated services. The form for your list is available on our website or from an agent at the reservations centre (**option 1**):

- E-mail at: [addresses.favorites@stm.info](mailto:addresses.favorites@stm.info)
- Fax to: 514 280-6313 or mail (see address on page 52)

You will also receive a copy of our *List of Public Places*. You will need to refer to it when requesting occasional transportation to one of these locations.

## **Menu 1**

### **Request for occasional transportation – two-way**

Select this menu if:

- Your request involves the planning of 2 trips, the first to go and the second to return.
- You know the address of the departure points for both portions of the trip.
- You know the address of the arrival points for both portions of the trip.

## **Menu 2**

### **Request for occasional transportation – one-way only**

Select this menu if:

- Your request involves the planning of only one trip, in a given direction
- You know the address of the departure point
- You know the address of the arrival point

## **Menu 3**

### **Cancelling your transportation**

3+1 = To cancel any confirmed transportation either for same-day travel or within the next 7 days.

3+2 = To cancel either one or more regular transportation that you no longer need.

3+3 = To interrupt regular transportation for a maximum of 8 weeks (vacation, illness or other). Once that period is over, transportation will resume automatically. Any longer interruption will result in the regular transportation schedule being permanently cancelled (**menu 3+2**).

## **Menu 4**

### **Reporting a late vehicle**

A vehicle is deemed late if it shows up **more than 30 minutes** after the confirmed time of your transportation.

## **Menu 5**

### **Review or confirm transportation**

By selecting any of the **5+1** to **5+4** options, you can review your regular or occasional transportation schedule. Any such transportation requests, previously put on hold but programmed in the system since, can also be confirmed.

**5+1** Transportation schedule for today or the next 7 days

**5+2** Regular transportation schedule

**5+3** Confirmation of occasional transportation

**5+4** Confirmation of regular transportation

Confirmed transportation time is the time at which you must be ready to board. Your vehicle should show up within the next 30 minutes. It is only considered late once that period has run out.

## Requesting transportation by telephone with an agent

### 514 280-8211 (option 1)

Tell the agent the type of transportation you are calling to request (occasional or regular) or the changes you wish to make and follow the agent's instructions.

## Travel companions

Based on your customer file, you may be allowed to have a travel companion with you during transportation.

- Always confirm their presence when requesting transportation.
- Specify which mobility aid they will use (manual or motorized wheelchair, walker with a seat, wheeled walker, support cane or other) and any additional space requirement, if applicable.

Assistance Status	Fare payment required	Maximum number allowed	Guaranteed seating on-board	Requirements for travel companion
Compulsory	No	1	Yes	<ul style="list-style-type: none"> <li>➤ 14 years old and over</li> <li>➤ Able to assist during transportation and at destination</li> </ul>
Optional	Yes	1	Yes	None

Assistance Status	Fare payment required	Maximum number allowed	Guaranteed seating on-board	Requirements for travel companion
Related to parental responsibility	Yes	*	Yes	➤ Under the age of 14
Temporary assistance for familiarization	No	1	Yes	➤ Adult acting as an educator

\* According to number of children listed in file

**Service user being accompanied to vehicle by driver.**



## **Compulsory assistance by travel companion**

Paratransit service users with a compulsory assistance status must always be accompanied by a person of their choice during transportation.

Anyone accompanying a service user as a compulsory travel companion must be at least 14 years old. That person must also be able to provide assistance, either physically or otherwise, aboard the vehicle during transportation. Paratransit customers are limited to having one person with them during travel and that person is not required to pay the transit fare.

## **Optional assistance by travel companion**

Paratransit customers who enjoy the option can still be accompanied, upon request, during all transportation. A seat is guaranteed for their travel companion, but they must mention they will be accompanied when initially reserving their transportation.

Permission to have a travel companion on an optional basis is not granted to service users who are unaffected by a motor disability. Indeed, being mobile and accompanied by someone would make them able to ride the bus and métro system.

## **Children and parental responsibility**

- If you are a parent, you can have your child or children under the age of 14 with you during transportation.
- If you are under 14 years old, you can have both parents and, if needed, a travel companion with you during transportation.

Such permission is not granted if being accompanied makes a paratransit customer able to ride the bus and métro system.

**Driver ensures a responsible person takes charge of passenger at the door.**



**A mother carries her child while the driver takes the child seat to secure it aboard minibus.**



### **Travel companion for familiarization**

This form of travel assistance may be granted temporarily to service users with specific needs while they become familiar with paratransit service and are possibly able to use it on their own later.

### **Travel companion in the bus and métro system**

As a qualified Transport adapté service user, you are automatically entitled to having a companion with you travelling for free when riding the STM bus and métro system. You must however show your Transport adapté identity card and pay your transit fare.

### **Service dogs**

During transportation, you can be accompanied by a service dog, a term that designates all guide dogs, companion dogs and assistance dogs that help compensate for a person's disability. Aboard the minibus, all dogs must be attached. Paratransit users must mention the presence of a service dog every time they reserve transportation.

### **Pets**

Paratransit users can travel with their pet if it is placed in a pet carrier or other appropriate container and according to regulations applicable to luggage.

**A loyal guide dog.**



## **Changes, cancellations and no-shows**

### **Changing the time of a return transportation**

You can request a change in your same-day transportation with an *Info-déplacement* agent (**option 2**) if returning from a medical appointment or court appearance only, with our automated services or through the reservation website.

### **Cancelling transportation**

Any cancellation of confirmed transportation must be done as early as possible by using **SIRTA**, the online reservation site at [stm.info](http://stm.info), using our automated services (**option 3**), or by speaking with an *Info-déplacement* agent (**option 2**).

Comprehensive service delivery rests with each and every service user. If you must cancel transportation, please notify Transport adapté as quickly as possible, even if it is only a few minutes before the vehicle's arrival.

Transportation that is cancelled without giving enough advance notice or when the vehicle is pulling up deprives other service users of a seat, while causing operational delays and generating additional costs for the STM.

## Frequent no-shows and cancellations

Paratransit customers who are identified as frequently missing or too frequently cancelling transportation at the last minute could see restrictions on their access to transportation. Any abuse could expose users to penalties. Please review the *Standards of conduct and restrictions* section for more information.

Cancellation is considered late when the customer notifies us less than 2 hours before the confirmed pick-up time.

If you are a no-show for your initial pick-up, all following transportation (until you return home) will also be cancelled. To maintain your return transportation, you must absolutely notify an *Info-déplacement* agent (**option 2**) no more than 60 minutes after the confirmed departure time of initial pick-up.

If you are a no-show for your return transportation and you contact an *Info-déplacement* agent (**option 2**) for another ride, your request will be subject to the availability of resources at the time of your call.

Service users who do not reside on the island of Montréal must contact their local paratransit service provider to obtain, change or cancel their transportation to or from the island of Montréal.

## Temporary interruption of transportation

Any interruption lasting longer than 8 weeks requires the permanent cancellation of your regular transportation schedule. Afterwards, if needed, you may submit a new request for regular transportation.

# Regulations

## Standards of conduct and restrictions

Transport adapté staff is committed to providing on-time, reliable and safe transportation service every day, based on mutual respect, in accordance with STM By-law R-036 standards for the safety and conduct of persons. The expectations we have of our passengers are the same as those you have about our employees or representatives.

We must therefore advise you that any person conducting themselves in a way that is contrary to our regulations outlined in this handbook, as well as any standards prescribed in By-law R-036, could see restrictions being imposed on their access to transportation.

Indeed, any unacceptable conduct can have unwanted consequences on:

- The safety of paratransit service users
- The comfort, safety and protection of passengers

- The safety of paratransit drivers
- The structural integrity of their vehicles
- The running of everyday paratransit operations (disruptions)

We all understand and accept that exceptional circumstances can happen, sometimes beyond our control. Before we take any steps, rest assured that a customer service representative will get in touch with you to learn more about the situation and inform you of what may lie ahead.

### **Being ready at the confirmed time for boarding**

- You must be ready at the confirmed time you were given when making your reservation.
- The vehicle should show up within the next 30 minutes.
- The driver will let you know he has arrived.

Being ready to board at the confirmed time prevents you from missing your transportation and penalizing other users.

### **Arrival of the driver**

The driver will let you know when he arrives. If you live in a multiunit dwelling (high-rise building, nursing home or other), please be ready and waiting in your building's lobby. If you are in a public location, you must be at the designated pick-up point confirmed during your reservation.

If there are several entrances, make sure you specify which one when you are reserving transportation.

### **Clearing the way**

Before transportation, service users must ensure that nothing hinders their way at either pick-up or drop-off points.

**Paratransit customers travelling with a wheelchair must know ahead of time the number of steps that stand in their way. If there are more than 3 consecutive steps to walk up or down, users must rely on the help of someone other than the driver to handle the steps.**

In winter, these locations must always be adequately cleared of snow and ice. If you realize that the way cannot be cleared in time before the vehicle's arrival, you must cancel your transportation as early as possible to prevent our driver from going there unnecessarily.

### **Identification of paratransit service user**

For security reasons, you must show your Transport adapté identity card each and every time you use paratransit transportation. That card is required to

confirm your identity at all times, even when fare payment is other than with an OPUS card.

## Seatbelts

The law requires that you wear a seatbelt during transportation. If you are unable to buckle up on your own, the driver will assist you.

The use of a lap belt, or pelvic belt, is also mandatory for all travel in a wheelchair aboard minibuses and adapted taxis.

Wheelchair seatbelts (for posture support) are designed to hold you up, but they cannot protect you from injury in the event of an accident. If you are exempted from wearing a safety seatbelt, you must send Transport adapté a copy of the certificate delivered by the Société de l'assurance automobile du Québec (SAAQ) proving your inability to wear a safety seatbelt, and always **carry a copy of the certificate with you when using transportation.**

**A driver helps to buckle up a paratransit user.**



## Punctuality

We are committed to picking you up within 30 minutes of your transportation's confirmed time. Once that 30-minute window for arrival has run out, you can report a late vehicle either by using **SIRTA**, the online reservation site at [stm.info/ta](http://stm.info/ta), our automated services (**option 3**) or by speaking with an *Info-déplacement* agent (**option 2**). You must first wait until that period has run out before contacting us.

The 30-minute window only applies for boarding. Although the STM does the utmost to plan your arrival time as closely as possible to the time requested by

the customer. There is no guaranteed window of time for your arrival at destination.

### **In the event of an accident**

Should an accident occur during transportation, the STM will do everything it can to contact your close ones. Furthermore, customer service (**option 4**) staff will provide information to any service user or parent wishing to file a claim with appropriate authorities.

Mobility aids are recovered and kept by Transport adapté until their owner can pick them up.

### **Safe transportation of children**

Any child less than 63 centimetres in height in a seated position, measured from the seat to the top of the head, must be installed in a seat fitting his height and weight, either for a newborn, for a child or a booster seat. It is up to the parent to supply the seat, which will then be anchored to the vehicle by the driver. The child is then seated and buckled up by the parent. When making your reservation, it is important that you mention you will be travelling with a child whose height, once seated, is less than 63 centimetres.

If the parent is not physically capable of handling a safety seat, someone else must accompany the parent and child or be present to help at both departure and arrival locations. In fact, for the child's safety, we recommend that the parent be accompanied by someone during transportation to provide any assistance to the child. Reservations must be made beforehand for anyone assisting the parent during travel.

If a customer who does not have a safety seat for their child mentions it when making a reservation and is able to travel aboard a standard taxi, such transportation will be provided.

For complete information about our standards for different type of child seats, please contact customer service (**option 4**) or go to our website at **stm.info**, under the heading Paratransit.

### **A child is buckled up in its seat by parent**



### **Three- and four-wheel scooters**

Scooter-type wheelchairs, with either three or four wheels, are allowed aboard minibuses and adapted taxis, unless otherwise indicated. Service users with a motor disability must still be able to transfer themselves from their scooter to the vehicle seat on which they must sit during transport.

The wheelchair lifting platform in minibuses can support a maximum weight of 364 kg (800 lb). To ensure safe boarding manoeuvres, mobility aids of that type cannot be wider than 84 cm (33 in) or be longer than 137 cm (54 in).

Service users impacted by this size restriction are invited to contact our customer service (**option 4**). You can also go to our website at **stm.info**, under the heading Paratransit, for more information.

### **Using a wheelchair aboard a standard taxi**

To travel with a wheelchair and use a standard taxi for their transportation, service users must be able to transfer on their own from their wheelchair to the seat in the taxi. They must be able to sit in either the front or back seat of the taxi with no help from the driver or travel companion. The driver will fold up and store the wheelchair in the trunk of his vehicle. If a passenger is unable to perform this manoeuvre, their transportation will always be provided aboard a minibus or adapted taxi.

### **Transporting a second wheelchair**

Transporting a second wheelchair is possible if the necessary space is available. Simply mention it when reserving your transportation.

**Size of platform: 128 cm (50.5 in) long – 79 cm (31 in) wide.**



**Anchoring points**



### **Luggage, groceries and shopping bags**

For safety reasons, luggage, groceries and shopping bags are only allowed if the following conditions are met:

- Customers can carry them on their own
- Luggage or bags do not take up additional space in the vehicle
- Customers hold them or have a firm grip on them

The driver can refuse to provide transportation if passengers have luggage or parcels they cannot handle themselves.

## Exceptions for specific travel destinations

We agree to transporting luggage aboard adapted taxis only and exclusively for service users travelling to one of these destinations:

- Montréal-Trudeau International Airport
- Central Station (trains): 895 De La Gauchetière St. West
- Via Rail station in Dorval: 755 Montréal-Toronto Blvd., Dorval
- Station centrale d'autobus de Montréal (Voyageur bus terminal): 1717 Berri St., Montréal
- Mégabus bus terminal: 997 St. Antoine West, Montréal
- Papillon summer camp: 7275 Sherbrooke St. East, sign post 24-25

You must mention having luggage that needs to be carried when reserving your transportation.

### Service user with shopping bag on lap.



## Review of customer file by admissions committee

A request to have a customer file reviewed by the admissions committee must be submitted with:

- A letter clearly outlining the requested change (request for optional assistance during transportation, general admission, or other)

- A detailed assessment by a healthcare professional regarding the diagnosis, disabilities, impairments and special needs related to transportation

## Updating information in your file

You are responsible for notifying customer service (**option 4**) of any relevant changes to the information in your file, such as:

- Home address
- Telephone number
- Medical condition
- Mobility aid(s) (wheelchair, cane, walkers, walker with a seat, three- or four-wheel scooter, guide dog, assistance dog, or others)
- Need for travel companion
- Change in level of autonomy
- Other

The STM will update and follow up on your admission file as needed. Please note that if you do not use Transport adapté services for a period of 24 months, your file will automatically become inactive. To activate it again, you must contact customer service (**option 4**).

## Change of address

You must notify customer service (**option 4**) of any change in address with as much advance notice as possible so that we may reprogram your regular transportation schedule or any other previously programmed trip according to your new address.

If you move off the island of Montréal, we can transfer your admission file to the local paratransit service provider in your new municipality. To learn more about the procedure for transferring your file, please contact customer service (**option 4**).

**Driver notes form of payment on his list of trips.**



## **Clients with an intellectual disability or psychological impairment**

### **Before boarding**

Parents and caregivers must ensure that a paratransit service user is in an appropriate state of mind and body to ensure safe transportation. They must never be forced to board a vehicle if they refuse to do so or if they are behaving aggressively. Doing so would place them, the driver and other passengers at risk, and potentially threaten their safety. If that happens, and the person in charge still wants transportation for the paratransit customer, options other than Transport adapté service will have to be considered.

### **While boarding**

A parent or caregiver can facilitate boarding for the driver by identifying the travelling customer, by paying their fare, and by confirming their destination.

**Caregivers should inform the driver of any way of making boarding manoeuvres easier or helping ensure the passenger's comfort and safety.**

### **Taking charge of customer**

To ensure a safe arrival at destination for paratransit customers with an intellectual disability or psychological impairment, a responsible person must be waiting at the door to take charge of them.

Paratransit customers who are sufficiently autonomous to do without such assistance may be exempted from this requirement. For that, their legal guardian must produce and sign a document attesting to the disabled person's level of

autonomy. For more information on this matter, please contact customer service (option 4).

**In order to ensure quality service to its customers, the STM must count on the cooperation of family, friends, aides and caregivers involved to varying degrees with service users. Whether for the admissions process, reservations, safety issues aboard vehicles, taking charge of mentally disabled, psychologically or impaired users, their enlightened assistance is essential. For that reason, it is all the more crucial that customer service (option 4) be immediately notified of any changes in the telephone number, address or contact information in the event of an emergency.**

## **To reach us**

### **Contact details**

Information and online reservation with **SIRTA**  
stm.info

Telephone  
514 280-8211

Address  
Centre de transport adapté de la STM  
3111, rue Jarry Est  
Montréal (Québec) H1Z 2C2

Email: [Transport.adapte@stm.info](mailto:Transport.adapte@stm.info)

### **Request for regular transportation**

Fax: 514 280-6313

### **Request for group transportation only**

Fax: 514 280-5317

Email: [groupe.ta@stm.info](mailto:groupe.ta@stm.info)

Teletype (TTY): 514 280-5308

**Reserved exclusively for anyone incapable of verbally communicating or with hearing problems.** Special arrangements are available to paratransit customers with a speech disorder or hearing impairment to make communicating with our employees easier. For more information, please contact customer service (**option 4**). Transport adapté staff are trained to properly interact with clients presenting functional limitations.

## Comments and complaints

For the purpose of ensuring the ongoing improvement of services, customer service agents (**option 4**) have been instructed by management to handle any comment or other complaint considered relevant and to make sure appropriate follow-up is conducted.

You may also direct a complaint to us by using the e-form available in the **Reach Us** section of the STM website at [stm.info](http://stm.info).

## Useful information

Public transit companies providing adapted transportation services in Québec

City	Phone number	Web site
Longueuil	450 670-2992	<a href="http://rtl-longueuil.qc.ca">rtl-longueuil.qc.ca</a>
Laval	450 662-8356	<a href="http://stl.laval.qc.ca">stl.laval.qc.ca</a>
Québec	418 687-2641	<a href="http://stacquebec.ca">stacquebec.ca</a>
Outaouais	819 770-7900, poste 6950	<a href="http://sto.ca">sto.ca</a>
Sherbrooke	819 564-2687	<a href="http://sts.qc.ca">sts.qc.ca</a>
Trois-Rivières	819 373-1778	<a href="http://sttr.qc.ca">sttr.qc.ca</a>
Lévis	418 837-2401	<a href="http://stlevis.ca">stlevis.ca</a>
Saguenay	418 545-2489	<a href="http://ville.saguenay.qc.ca">ville.saguenay.qc.ca</a>

## Regroupement des usagers du transport adapté (RUTA Montréal)

3800, rue Radisson, bureau 111, Montréal (Québec) H1M 1X6

Tel.: 514 255-0765

[rutamtl.com](http://rutamtl.com)

**This *Paratransit Service Handbook* is also available in adapted media formats, including:**

- Audio (MP3 et CD)
- Word (enlarged lettering)

**To order your handbook in a given adapted format, you can submit your request by either:**

- Email at [Transport.adapte@stm.info](mailto:Transport.adapte@stm.info)
- Calling 514 280-8211, option 4