



Support from your driver

Door-to-door service

We offer door-to-door service, which includes assistance from the driver as well as vehicle transport. Your driver must always be attentive to ensure your safety from pick-up to drop-off at your destination.

Because of this, it is important that you fully understand what your driver must do to support you.

Protective equipment

Even in the current health crisis, our drivers are still responsible for supporting you in getting in and out of vehicles. For driver and passenger safety, they wear protective equipment as per workplace health and safety standards. However, please note that while at the wheel, drivers are allowed to remove this equipment, except for their masks, which must be worn at all times.

Luggage

If you have any luggage, you are responsible for carrying it. Drivers need their hands free to help you to the door at your destination.

Ensuring safe arrival

Some passengers may prefer that their drivers not accompany them to the door. However, drivers must still ensure that their customers reach the door at their destinations. This is one of their responsibilities.

Guaranteed service

If a driver does not offer you this important part of our door-to-door service, please let us know.

40 YEARS



Video: making paratransit personal

We had hoped to celebrate our 40th anniversary with you at an open house event, but due to the pandemic, that was not possible. Instead, we invite you to watch this video, created especially for this occasion on the STM YouTube channel.

Watch and listen to employees and customers tell you about our services in a fun and interesting way.

How to watch the video on the STM YouTube channel:

- Go to youtube.com
- Type «STM» in the search bar
- Click on «STM - Mouvement collectif»

Enjoy the video!



The Regroupement des usagers du Transport adapté (RUTA): hand in hand with paratransit

Did you know that?

The RUTA was also created in 1980? This organization collects the opinions and interests of paratransit customers and passes them along to us. Its mission is to represent you and protect the rights of public transit and paratransit customers in Montréal.

Phone: (514) 255-0765 | info@rutamtl.com | www.rutamtl.com

Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at stm.info/en/tcnewsletter to receive your next issue by email.

Pour obtenir votre bulletin *Transport Contact* en français, veuillez communiquer avec le Service à la clientèle au **514 280-8211 (option 4)**. Nous vous en posterons un exemplaire avec plaisir.

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SPECIAL 40 YEARS



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PARATRANSIT:
40 YEARS | OF INCLUSIVE
MOBILITY

1980 / 2020

Dear customers,

In this issue, my team and I are excited to celebrate 40 years of paratransit with you.

This service has seen many changes since it was created in 1980. In the early days, the entire reservation process was done by hand, for one thing!

Today, we offer online or telephone reservations, let you know when your vehicle is about to arrive, and much more.

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Newsletter for
Transport adapté
customers

- FEBRUARY -
2021

Port de retour garanti
TRANSPORT Contact — STM
3111, rue Jarry Est
Montréal (Québec)
H1Z 2C2

New features have been added to SIRTA, our online reservation platform where you can manage your reservations, and we are testing quieter, more comfortable and fully electric minibuses. In short, we're still growing.

In the last 40 years, we've taken passengers on 66 million door-to-door trips. Ridership has grown steadily for the past 21 years, during which time it went from 1.2 million to 4.4 million. While the pandemic has, of course, interrupted this incredible streak, it is no match for our dedicated employees, who continue to be there even in the most difficult of times.

To our customers, employees and partners, thank you for 40 years!

Chantal Fortier | Director, Transport adapté

Paratransit through history

After World War II, many soldiers returned from the front with serious disabilities. The Montreal Tramways Company, which was responsible for public transit at the time, decided to step in and help. In 1948, in collaboration with the Canadian Legion, the MTC converted one of its old buses into a paratransit vehicle that could carry a dozen wheelchair users.

This vehicle was made available to any organization that requested it. Wheelchair users boarded through the back door by means of two removable ramps. The Montréal Transportation Commission then took over from the Tramways Company in 1951 and discontinued the service in 1958 due to a lack of spare parts for the old bus models.



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Early days of public paratransit

By the early 1970s, although the government had taken over social services, people with disabilities were still excluded from society, particularly in the area of transportation. Four key pioneers were among those who fought to change that.

From his hospital bed, **Claude Brunet** (1942-1988) became a spokesperson for the rights of chronically ill people in Québec. He created the Association des personnes malades du Québec (APMQ) in 1973. This association saw many victories, including the creation of true paratransit systems in Montréal and elsewhere in Quebec.

Around the same time, **Jacques** (1940-1999) and **Jean-Marc Forest** (1935-2007) acquired the first paratransit vehicle. The news spread fast, and the brothers created the Minibus Forest company to meet the growing demand.

Denis Lazure (1925-2008), then Minister of Social Affairs, ordered all Québec public transit agencies to provide paratransit services as of April 1, 1980.

Thus, facing pressure from Claude Brunet and the order from Denis Lazure, the CTCUM created a paratransit department by buying Jacques and Jean-Marc Forest's company.

The taxi transit system

To meet the demand that minibuses no longer could, taxi-based paratransit was implemented in 1986, following a successful pilot project that started in 1984.

In 1994, the STM's paratransit service reached one million trips for the first time ever.

In 2019, that number was just under 4.4 million.

