

Seeing a stopped vehicle? We're aware

There are several reasons the vehicle coming to get you may be stopped.

We have contact with all drivers and are informed of all situations. That's why we ask customers using our service not to call our call centre unless their entire pick-up window has passed. Everything that happens during your 30-minute window is already being tracked, so there is no need to call us during that time.

The team in the Transport adapté control room works hard to ensure that your trips stay on time.



Delay in your expected time? Same deal

The same applies when your vehicle's expected arrival time falls a few minutes outside your pick-up window. Our control room team is aware of the situation and, if possible, will make a quick change to catch up. However, the time displayed may be the best we can do under the circumstances.



Update your file to book online



Using our online reservation system to book your trips will save you time, and you can do it as late as 9 p.m. the night before your trip. Here's a tip to help you avoid inconveniences related to your trip.

Addresses and mobility aids

Sometimes, we are not updated when an address changes. Since you cannot make these changes to your file yourself, we would like to remind you to let us know.

Public places are best for pick-ups and drop-offs. Since most of our drivers are familiar with these locations, there is a much lower chance of delays than with lesser-known addresses.

Do you regularly make trips to the same addresses? Ask us to update

your favourites by contacting our reservation centre. Just dial 514-280-8211 and choose option 1. Updating your file will help us complete your reservations faster and prevent us from using the wrong address by mistake.

It's also important to update our information about your mobility aids. Knowing what kind you are using will allow us to choose the right vehicle for your trip. If you need to update this information, please contact our customer service at **514-280-8211** and choose option **4**.

Keeping your file up to date will prevent delays during your trips.

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Customer service contact information

As part of a process to improve our services, we have made a change to our telephone system. The change is in effect as of June 13.

To reach the customer service team, you still dial 514-280-8211 and select option 4.

After that, you will now have two options:

- To leave a comment, update your customer file, or ask a question about our paratransit service offering, you will have to press 1.
- For any questions about your customer file, you will have to press 2.

Business hours are still the same: Monday to Friday, 8:30 a.m. to 4:30 p.m. Rest assured that our team will handle your comments and requests with the utmost care.



Position pour Vignette FSC / Recyclé 100% post-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.

TRANSPORT

CONTACT



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Metropolitan fare reform

Starting July 1st, 2022.

In a few days, transit fares will be different.

The Autorité régionale de transport métropolitain (ARTM) is responsible for making these changes. Please read on to find out what this means for you as a Transport adapté customer.

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Newsletter for Transport adapté customers

- SUMMER -
2022

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

Courrier Poste Publication Numéro de convention 40015715



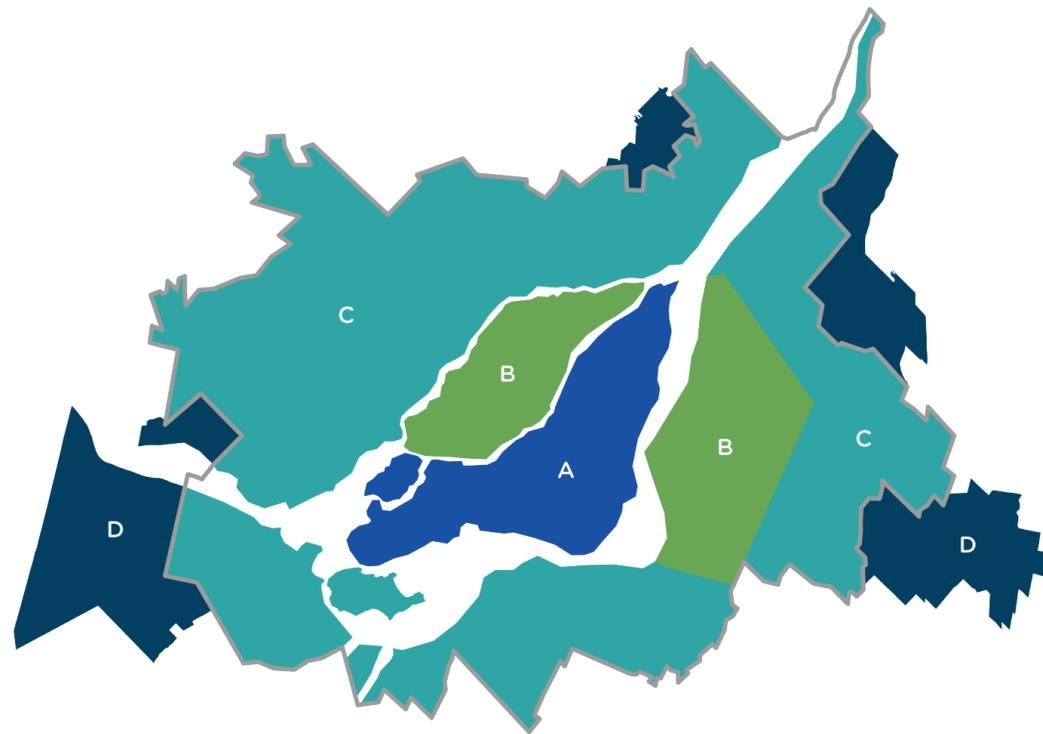
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The ARTM territory, which covers the Greater Montréal area, will be divided into four major fare zones. Your fare must be valid:

- in the zone of your starting point;
- in any zones you will be passing through;
- in the zone of your end point.

The fare zones are as follows:

- Zone **A** Agglomeration of Montréal;
- Zone **B** City of Laval and agglomeration of Longueuil;
- Zone **C** Northern and southern suburbs;
- Zone **D** Municipalities outside ARTM limits. Please note that Transport adapté does not serve municipalities in Zone D (outside ARTM limits).



Regardless of how you normally pay, your trips will stay the same. Where you start and end your trips will determine which fare you need to pay.

“All Modes” fares

You will be able to use the “All Modes” fares. This means that you can use all available modes of transportation. So, in addition to paratransit, bus and métro services, you can also travel on exo trains and the Réseau express métropolitain (REM) trains, once they are in service.

Trips outside Montréal: one fare, one trip

If you regularly make this kind of trip, you will be glad to know that you will only need to pay one fare, and that you will no longer be charged twice when travelling outside Montréal. Now, you only pay one fare for one trip, not a combination of two fares.

Examples

Example 1 Trip within Montréal (**Zone A**)

Which fare should I choose?

Answer : **All Modes A**

Example 2 Trip from Montréal (**Zone A**) to Laval (**Zone B**)

Which fare should I choose?

Answer : **All Modes AB**

The fare schedule below will take effect on July 1, 2022.

Zone A

	Regular fare	Ages 6–11 Ages 12–17	Students 18 and over	65 and over
Exact fare aboard vehicles	\$3.25	\$2.00	--	\$1.00
1-trip fare, All Modes A	\$3.50	\$2.50	--	\$1.25
Weekly pass, All Modes A (Monday to Sunday 11:59 p.m.)	\$29	\$17.50	--	\$8.75
Monthly pass, All Modes A (First to last day of month)	\$94	\$56.50	\$56.50	\$28.25
4-month pass, All Modes A (Consecutive)	--	\$220	\$220	\$110

Zones A, B and C

	Regular fare	Ages 6–11 Ages 12–17	Students 18 and over	65 and over
Exact fare aboard vehicles	All Modes AB: \$4.50 All Modes ABC: \$5.50	All Modes AB: \$3.00 All Modes ABC: \$3.75	--	All Modes AB: \$3.00 All Modes ABC: \$3.75
1-trip fare - All Modes	All Modes AB: \$5.25	All Modes AB: \$3.75	--	All Modes AB: \$3.75
Monthly pass	All Modes AB: \$150 All Modes ABC: \$184	All Modes AB: \$90 All Modes ABC: \$110	All Modes AB: \$90 All Modes ABC: \$110	All Modes AB: \$90 All Modes ABC: \$110

