

- 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!** (survey in French only)



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.

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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

In this issue:

- Fare adjustments as of July 1, 2023
- If you have to cancel a reservation
- Do you have luggage?
- Booking a trip: 2 essential questions
- Tell us what you think

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.
- A reminder for:

FARE VALID AS OF JULY 1 • RESIDENTS OF THE AGGLOMERATION OF MONTRÉAL



Continued on page 2

Newsletter for Transport adapté customers

SUMMER 2023

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

Courrier Poste Publication Numéro de convention 40015715

Fare schedule - Paratransit

Effective July 1, 2023

Zone A

	Regular fare	Reduced fare		
		Students Ages 6-17	Students 18 and over	Ages 65+ *
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 (From Monday to Sunday, 11:59 p.m)	\$30.00	\$18.00	—	\$18.00
Monthly pass, All Modes A (From 1 st to last day of the month)	\$97.00	\$58.00	\$58.00	\$58.00
4-month pass, All Modes A (Consecutive)	—	\$226.00	\$226.00	\$226.00

* These fares apply to non-residents of the agglomeration de Montréal who are age 65 and over and travelling in Zone A.

Zones A and B

	Regular fare	Reduced fare		
		Students Ages 6-17	Students 18 and over	Ages 65+
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	\$155,00	\$92.50	\$92.50	\$92.50

Zones A, B and C

	Regular fare	Reduced fare		
		Students Ages 6-17	Students 18 and over	Ages 65+
Exact fare aboard vehicles	\$5.75	\$3.75	—	\$3.75
Monthly pass, All Modes ABC	\$190,00	\$114.00	\$114.00	\$114.00

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:



YES	NO	
<input type="radio"/>	<input type="radio"/>	Can you carry your own luggage?
<input type="radio"/>	<input type="radio"/>	Does your luggage require an additional seat in the vehicle?
<input type="radio"/>	<input type="radio"/>	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.