

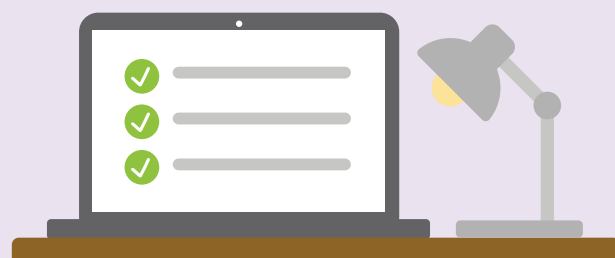
## Punctuality

Punctuality is a top priority for services like ours, and compliance with these measures helps keep paratransit running on time for all our customers.

## Is your file up to date?

Has your information changed since you joined Transport adapté? To make sure that our services always meet your needs, it is crucial that we are informed of any changes to your medical condition(s), mobility aid(s), level of autonomy or need for a travel companion.

You can update your file on SIRTA, e-mail us at [transport.adapte@stm.info](mailto:transport.adapte@stm.info), or call customer service at 514-280-8211, option 4.



## Grocery and shopping bags

If you are bringing any bags on your trip with us, remember to follow these important safety rules:

- > Your bags must not take up any additional space in the vehicle. Make sure that they are secure and cannot tip over.
- > You are responsible for your own bags at pick-up and drop-off. You must carry them yourself. If you are unable to do so, the driver may refuse the trip.



Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at [stm.info/en/tcnewsletter](http://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:

- The Paratransit Service Handbook: a useful tool
- Choosing an arrival or departure time
- People in charge and customers with intellectual or psychiatric disabilities
- Is your file up to date?
- Grocery and shopping bags

## The Paratransit Service Handbook: a useful tool

Whether you have just recently joined Transport adapté or are a longtime user, you'll find everything you need to know about our service offering and how it works in the Paratransit Service Handbook. It's a treasure trove of information, so make the most of it!

### Where can I find the Paratransit Service Handbook?

The handbook is available online at [stm.info](http://stm.info), the STM website. You can access it directly by clicking this link:

<https://www.stm.info/en/transport-adapte-handbook>



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Courrier Poste Publication Numéro de convention 40015715

Newsletter for  
Transport adapté  
customers

--- FALL ---  
**2023**

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

Paper copies are also available on demand. If you would like us to mail you one, call our customer contact centre at **514-280-8211 and select option 2, then 1**. However, please note that the online handbook is updated regularly, so we strongly recommend you check that version first.

**In addition to full details on services offered, the handbook includes the following sections:**

- Fares and fare collection
- Transportation request
- Travel companions
- Changes, cancellations and no-shows
- Regulations
- Travel for customers with intellectual or psychiatric disabilities
- Travelling by bus and métro with reduced mobility
- Contact us

If you have a question about paratransit, please check the handbook before calling. It is an excellent way to find the information you need.



## Choosing an arrival or departure time

When you book a trip, you have to choose whether you want to arrive at your destination at a certain time or leave your starting point at a certain time.

### Arrival times

When you have an important appointment, we recommend choosing an arrival time to make sure you get there on time. To account for any unforeseen circumstances that may arise during your trip, such as traffic or construction, we suggest requesting an arrival time that will get you there a little early.

For example, if you have an appointment at 11 a.m. in a building with many different floors and corridors, consider how long it will take to get from the front door to your appointment location and perhaps take a short rest.

You may want to choose an arrival time of 10:45 a.m. to avoid being late.

When you choose an arrival time, our digital scheduling system determines what time you will need to be ready to leave. The driver will have a 30-minute window, starting at your confirmed time, to pick you up.

### Departure times

When you choose a departure time, you tell us when you want to leave. This means that your arrival time may vary. Your total time in the vehicle may be up to 90 minutes for a trip within the agglomeration of Montreal or 120 minutes for a trip in the larger metropolitan area. This depends on many factors, including:

- The time of day
- Other passengers being picked up or dropped off along your route
- Unforeseen circumstances

For more information on arrival and departure times, please ask a customer contact centre agent the next time you call.

**i** Your driver is always given a 30-minute window, starting at your confirmed time, to pick you up.

## People in charge and customers with intellectual or psychiatric disabilities



To travel with us, those customers must always have the support of a person in charge. All people in charge must comply with the following safety measures when a person in their care uses our paratransit service.

### Pick-up:

- The person in charge must be present at pick-up to identify the customer who will be travelling with us and confirm the destination address.

### Drop-off:

- It is very important that the person in charge be present at the arrival time so that our drivers do not have to wait with a customer who cannot be left alone.
- The person in charge must tell the driver the name of the person being dropped off to confirm their identity.