

Persons responsible for customers with intellectual or psychiatric disabilities

Be sure you're on hand at the departure location to identify the customer who will be travelling with us and the person's destination. Also, be sure that someone will be available at the destination to greet and take charge of the customer.



TRANSPORT

CONTACT



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Do you have an email address?

Be sure to include it in your customer file.

To consult or update your customer file, use SIRTA, email us at transport.adapte@stm.info or call Customer Service at 514-280-8211, option 4, choice 1.

OPUS card expiry date: for OPUS card only

When you become a Transport adapté customer, you will receive a photo OPUS card. The expiry date that appears on the card is the date until which the card is valid. **This date does not affect your Transport adapté eligibility.**

You're responsible for renewing your photo OPUS card before it expires.



This date does not affect your Transport adapté eligibility.

Paratransit eligibility: a joint decision

Did you know that we work with external partners to determine whether a new customer is eligible for our services? These partners have expertise in different areas. Together, they form the admissions committee.

Members appointed by the Ministère

You might think that the STM decides whether or not a customer is eligible for paratransit, but it's actually the admissions committee. Its three members are appointed by the Ministère des Transports et de la Mobilité durable (MTMD).



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Courrier Poste Publication Numéro de convention 40015715

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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.

Newsletter for
Transport adapté
customers

- NOVEMBER -
2023

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

They are:



After consulting the customer file, they agree on the person's eligibility and the terms regarding the type of eligibility.

8 814

That is the number of eligibility requests that we submitted to the committee between September 2022 and 2023 alone.

Eligibility reviews

When necessary, the committee is also responsible for reviewing your file.

If you were to notify us, for example, about a change in your medical condition that requires you to have a travel companion, your request would have to include a detailed explanation from a medical professional and be reviewed by the admissions committee. The change to your file would be applied following the committee's unanimous agreement.

Transport adapté is ...

A lot of kilometres

Our drivers travelled a total of 18.3 million kilometres through the streets of Montréal and surroundings between October 2022 and September 2023. Wow!

A lot of recognition

The work we do for you is rewarding, especially since many of you take the time to let us know how much you appreciate our service. From September 28, 2022, to September 28, 2023, we happily shared among ourselves 604 messages of thanks received by email or by phone.

18.3
millions

kms traveled
in 12 months

This excludes the many times you shared your appreciation with our drivers on your trips.

We also want to thank YOU!

A lot of people

As of September 30, 2023, we had 33,203 customers eligible for our services. We are proud to help so many people get around with autonomy and flexibility.

Please note that we regularly monitor our data to adjust our fleet of vehicles and our staff according to your needs.

604

messages of thanks
received by
email or by phone

33,203

customers

Door-to-door service

Our paratransit service starts at the door of your departure location and ends at the door of your destination.



From your door to the vehicle

In addition to driving, the driver is also responsible for escorting you from the door of your departure location to the vehicle, where they will help you board.



From the vehicle to your destination

The same service is available when you exit the vehicle. Being escorted from the vehicle to the door of your destination is part of our service, even if:

- > you indicate that you're fine and that you don't need help
- > you have a travel companion with you
- > you're in a motorized wheelchair

No matter who you are, the driver ensures your safety aboard the vehicle, as well as during the other major steps of your trip with us.

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