

TRANSPORT

CONTACT



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30-minute window for arrival

Zero to 30 minutes: essential leeway for public transit

The confirmed time of your trip is when you need to be ready to board the paratransit vehicle, which should be there within 30 minutes. We schedule your driver's arrival time within this 30-minute window.

For example, if your trip is confirmed for 8:00 a.m., you need to be ready at 8:00 and the vehicle should be there by 8:30. The vehicle is considered to be late only as of 8:31.

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Newsletter for
Transport adapté
customers

--- MAY ---
2018

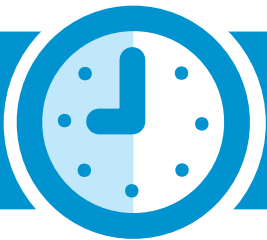
Port de retour garanti
TRANSPORT Contact — STM
3111, rue Jarry Est
Montréal (Québec)
H1Z 2C2

Courrier Poste Publication Numéro de convention 40015715

As a large number of people use our services, this 30-minute window allows us to combine your trip with trips by other users with similar pick-up and drop-off points.

Other paratransit users

Your driver may have to pick up other paratransit users. That means that even if you travel by taxi, you may be riding with other people. To organize shared rides as efficiently as possible, the planning team needs a 30-minute window. Your punctuality (and that of the other users) is essential for us to provide high-quality service on a daily basis.



**Been waiting for more than 30 minutes?
Don't hesitate to report the delay by calling
514 280-8211 (option 2, choice 2).**

Travelling light – a matter of safety

Luggage and bags of groceries can quickly clog up a vehicle. In the event of a sharp stop, cumbersome bags and packages can injure you or compromise the safety of other people aboard.

During your trip, you will very likely be riding with one or more other paratransit users. Even if there is room for your bags in the trunk when you board the vehicle, someone who uses a mobility aid may get on at the next stop, and it is important to have sufficient space aboard the vehicle. Your driver has to keep this in mind, and that is why he or she may refuse to take you where you want to go if you have bags or packages that you are unable to carry yourself.

For these reasons, luggage and shopping bags are allowed only if you abide by the following rules:

- You can carry them yourself.
- They don't take up extra room in the vehicle.
- They are solidly attached or you hold them yourself.



Exception for certain destinations

We accept luggage only aboard our accessible taxis, exclusively for users who are heading for the following destinations:

- Montréal-Trudeau Airport
- Central Station (train station)
- Dorval Via Rail station
- Montréal's central bus station (Gare d'autocars de Montréal)
- Papillon Day Camp pick-up location
- Megabus stop
- Alexandra Pier (maritime passenger terminal)

Do you use a new mobility aid?

Let us know when you make your next reservation, and we will update your file.



Aboard our regular system's new buses

Two spaces for people in wheelchairs, for greater flexibility.

All of our regular system buses have a designated space for people in wheelchairs. Since the end of 2017, new hybrid buses have two spaces for wheelchairs. By the end of 2018, over 150 of these new buses will be integrated into the system, which means that you will be able to use our regular buses more often.

As the number of new buses with two spaces for wheelchairs is still limited, we are unable to inform you about their availability via our customer information tools. However, you can spot them when they pull up, as they are identified by a sticker near the front door.

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Want to try our regular system?

Did you know that you can ask the driver to lower the bus floor to sidewalk level, regardless of whether you use a mobility aid or not?

If you use a mobility aid, you can also ask the driver to deploy the access ramp. Just ask when the bus pulls up.



Your travel companion rides with you free on the regular system.

Your OPUS Transport adapté card entitles you to have a travel companion with you at all times when you use the STM regular bus and métro systems.

Lost and found

Don't forget your belongings

Umbrellas, hats, cellphones... All too often, people forget their belongings at the end of their trip.

If you think you've forgotten an item during a trip in a minibus or an adapted taxi, contact Customer Service at 514 280-8211 (option 4) or transport.adapte@stm.info

There is a 10-day waiting period for us to confirm whether we have found your belongings.

Exclusive offer

20% off the regular ticket price for an Impact soccer game.

Details at stm.info/en/impact

Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at stm.info/transportcontact 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.

Position pour
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