



TRANSPORT CONTACT



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Making sure accidents don't happen

We take every necessary precaution to prevent injuries when customers board and exit our vehicles.

It's important for us to escort you from door to vehicle and vehicle to door at your departure and arrival points. It can help us prevent an accident you'd surely rather not have to deal with!

However, accidents do happen, and 6 out of 10 times, they occur outside the vehicle. Let's work together to make sure accidents don't happen.

How to stay safe

- Make sure the path between the door to your home and your vehicle pick-up location is as safe as possible (shovelled and salted, etc.)
- If you know there will be construction obstructing your pick-up location, let us know when you book your pick up
- When boarding, wait for us at the door and we'll help you get inside the vehicle
- Provide us with any information about your condition you feel is relevant so that we can better assist you from the time you board the vehicle until you exit
- When exiting the vehicle, wait for us to open the door and escort you to your home



Learning opportunity: The Inclusive Mobility program

Paratransit is one of several transit services provided by the STM, along with the bus and métro. If you're one of the many customers who use all three to get around, this program may be of particular interest to you.

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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

- SPRING -
2024

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

Our Inclusive Mobility program is designed for people who want to use the bus and métro from time to time but want to learn how these services work beforehand. The program helps customers with functional limitations develop the skills they need to travel confidently and more independently on public transit.

The program is also a chance for customers to explore public transit routes other than the ones they're already familiar with.

If you are 18 years or older and have limited mobility,* you can register to participate. The program includes:

- Two 3-hour group theory classes spread over two weeks
- Up to four individual coaching sessions (based on your schedule)
- The program is free.

To register or learn more about the program:
Contact us at TAmobileinclusive@stm.info

*This program is not intended for customers with visual or hearing impairments.

Our digital newsletter

You get our newsletter in the mail, but did you know you can receive it in your email inbox instead? The Transport Contact newsletter covers the same topics as this version—plus some exclusive articles on paratransit service.

If you'd like to receive our newsletter electronically instead of by mail:

- update your SIRTÀ customer file, or
- call our customer contact centre at 514-280-8211 to update your file.

If you'd like to continue receiving the printed newsletter, you don't need to contact us. We'll continue to send this newsletter to your mailing address.



You'll still be eligible for paratransit

Those who complete this program are still eligible for paratransit. The goal of the program is to offer customers with functional limitations other transit options as our bus and métro networks continue to become more accessible. Whether or not you choose to participate in the Inclusive Mobility program is up to you.

Talking about accessibility and paratransit together

On February 21, people from all walks of life attended an information and discussion session on accessibility and paratransit. Marie-Claude Léonard, Chief Executive Officer of the STM, and Eric Alan Caldwell, Chair of the STM Board of Directors, were among the STM team members present to listen to comments and answer questions.

The discussions were productive and the information that was exchanged was useful. The public was able to express their expectations and suggestions, and our colleagues explained the framework and scope of a transit company such as ours

Listening, understanding, and taking notes

The information and discussion session was the perfect opportunity for the STM to listen to the community. The



feedback we received will help us set priorities for paratransit service and accessibility on our bus and métro networks, giving us more tools in our decision-making process.

Thank you to everyone who participated, whether in person, online or by email. It was a much anticipated event and we're grateful for the public's participation.

Parents wanted

An online survey conducted by *Faculté de médecine de l'Université Laval* for the Montreal organization *Ex aequo*, is seeking people eligible for paratransit services who use it, or would like to use it, with a child between the ages of 0 and 5. Their opinions and experiences are greatly needed.

- The survey takes less than 20 minutes to complete.
- It is compatible with most screen readers.

To view the survey:

