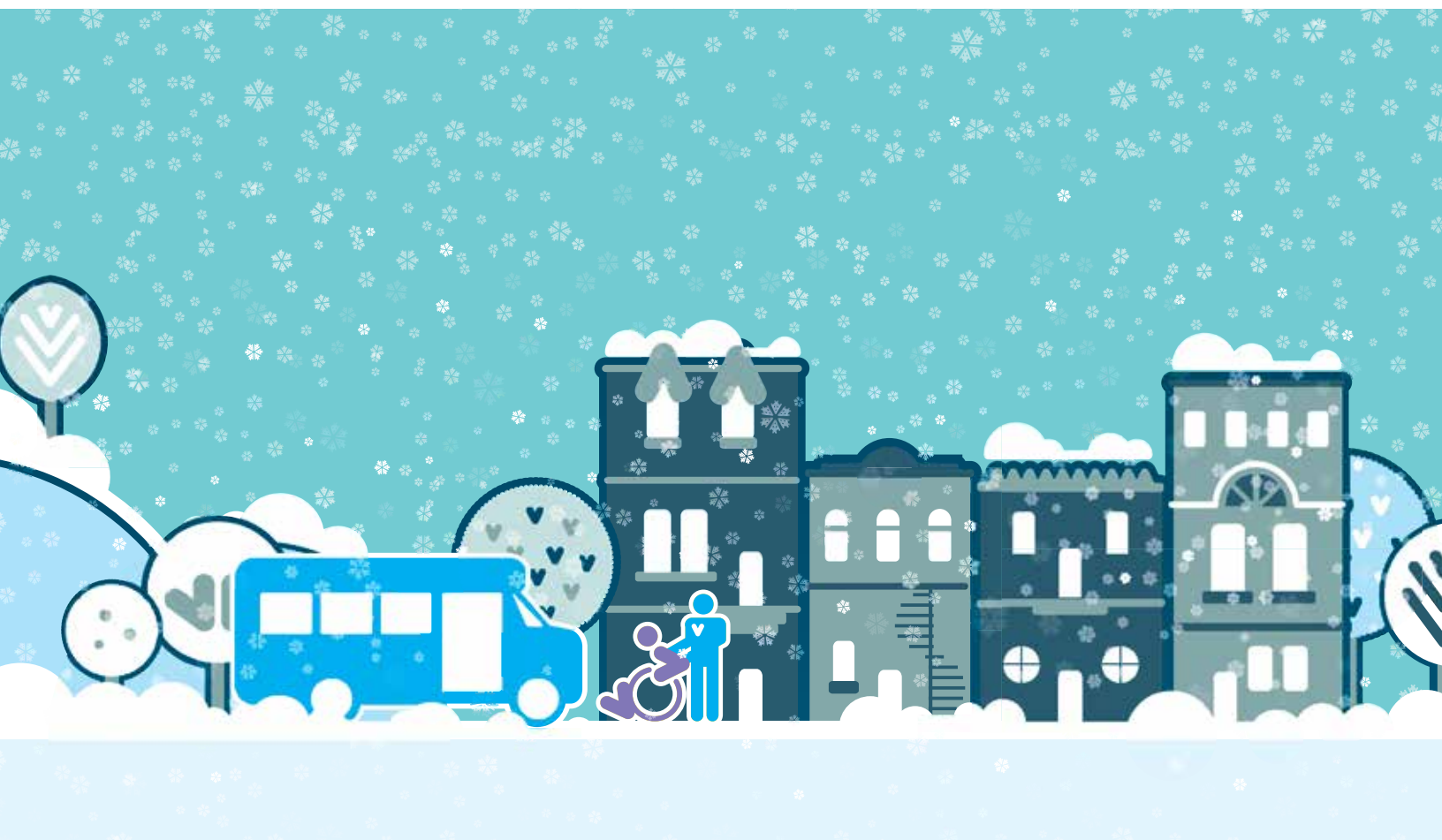


TRANSPORT **CONTACT**



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information newsletter
for paratransit
service users

DECEMBER 2014

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

MAKING A RESERVATION WITHOUT HAVING TO CALL

YOU CAN WITH ONLINE RESERVATIONS!

Many of you get connected to Transport adapté's Internet reservation system. Not only can you go online to reserve your transportation, you can also review your confirmed trips, whether you reserved them through the Internet or over the phone.

Avoid the call centre's wait times by trying out the online system!

With just a few clicks, you can:

- Reserve occasional transportation
- Review your confirmed reservations for the next seven (7) days
- Review your regular or occasional transportation
- Cancel a regular or occasional transportation
- Interrupt your regular transportation schedule

How does it work?

- Go to the STM website at **stm.info**
- Click on the 'Reserving online' link on the paratransit homepage
- Enter your Transport adapté customer number and password* (the same one you use for the automated phone line)

** If you have never used this service before, your initial password consists of the four numbers making up the month and date of your birth. For example, if your birth date is June 4, your password is 0604.*

Online reservations are fast, efficient and simple!





2015
FARES

Paratransit Montréal

TRANSIT FARES	REGULAR FARE	REDUCED FARE ⁽¹⁾		ON BOARD	OPUS	AUTHORIZED RETAILERS
		6-17 YEARS OLD 65 AND OVER	STUDENTS 18-25 YEARS OLD			
Exact cash fare <i>payable to driver</i>	\$2.65	\$1.60 ⁽¹⁾	-----	•		
1 trip	\$3.25	\$2.25	-----		•	
Weekly <i>Monday to Sunday</i>	\$25.50	\$15.50	-----		•	•
Monthly <i>From 1st to last day of the month</i>	\$82.00	\$49.25	\$49.25		•	•
4-month • Consecutive	-----	\$189.00	\$189.00		•	•

FARES FOR METROPOLITAN TRIPS

To areas covered by RTL and STL

To other destinations within the area covered by AMT

Double (2x) the STM fare

Triple (3x) the STM fare

IMPORTANT

Transit fares are not sold aboard vehicles.

Every time you ride with paratransit service, you must show your Paratransit identification card on OPUS to the driver prior to boarding.

Visit the customer service centre or a point of service to replace a defective card or to correct a purchase error ⁽²⁾.

1 - The photo ID OPUS card is not compulsory for the 6-11 age group.

2 - You must purchase a transit fare to pay for your trip to go to a customer point of service.

Furthermore, the application of fares and use of corresponding transit passes must comply with provisions and amendments set out in By-law R-105 with regards to the conditions of ownership and use of transit fares issued by the STM and modifications.

Please note:

➤ Fare changes for trips taken in metropolitan area (see page 4)

➤ Exact cash fare:

➤ Regular: \$2.65

➤ Reduced: \$1.60

FOR TRIPS TAKEN IN METROPOLITAN AREA

Starting January 1, 2015, a new fare chart will take effect for metropolitan area travel – off the island of Montréal, throughout the territory covered by Agence métropolitaine de transport (AMT):

- The double fare is maintained for travel to Réseau de transport de Longueuil (RTL) and Société de transport de Laval (STL) territory, except at Cartier station, as it serves as the transfer point for the North Shore.

- **A triple fare** applies for travel to North and South Shore municipalities.

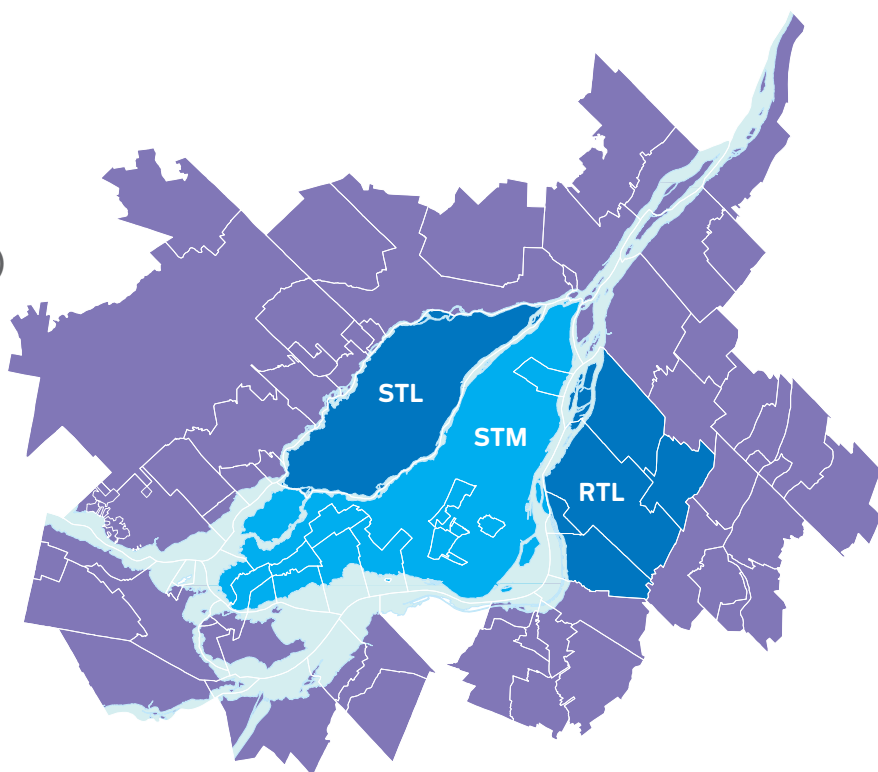
The STM has reviewed metropolitan fares to better comply with decree 87-2014 pertaining to the government's aid program for paratransit service for the disabled (February 6, 2014).

According to article 6.3 of the document, for a public transit service provider, fares that apply to paratransit users must be identical to those that apply to bus and metro system users.

Previously, the double fare applied to all off-island trips. Because the double fare is lower than bus and métro fares, it became necessary to increase fares for travel to the periphery (North and South Shore) to more closely comply with the decree and ensure greater Fare coherence for all STM customers.

FARE KEY

- STM fare
- STL and RTL
2x STM fare
- Periphery
(North and South Shore)
3x STM fare



FARES FOR METROPOLITAN TRIPS TO LAVAL (STL) AND LONGUEUIL (RTL)



Double (2x) the amount of single cash fare



STM weekly or monthly pass + amount of single cash fare



TRAM monthly pass (valid for your destination zone)

FARES FOR METROPOLITAN TRIPS TO NORTH AND SOUTH SHORES



Triple (3x) amount of single cash fare



STM weekly or monthly pass + double (2x) amount of single cash fare



TRAM monthly pass (valid for your destination zone)

With a transfer

STM fare + fare of other service provider



=



A single trip can be paid for in cash or with a ticket



REMINDER

FARE CONTROL

At all times, STM inspectors can come aboard and verify fare payment. They will check the driver's trip sheet to see if your fare was paid in cash, with a ticket or with an OPUS card. With the latter, they can ask for your OPUS card to validate it.

When you board a minibus or taxi, remember that:

your OPUS card must have a valid 4-month, monthly or weekly fare loaded onto it;

OR

you must pay the exact cash fare to the driver when you board;

OR

you must give the driver your ticket when you board.

The driver will note your form of payment on his trip sheet; this serves as proof that you paid.

If you don't pay your fare, a ticket could be issued against you and mailed to you along with \$100 - \$500 fine, as outlined in STM's R-105 by-law. In the event you are legally in charge of a paratransit customer, both ticket and fine will be issued in your name.

Are you legally in charge of a customer?

As the in-charge, you must make sure the paratransit user under your care has a valid fare card on them to pay for their transportation.

Persons who are legally in charge of others must be clearly identified. If updates are needed, please advise us as soon as possible by calling our customer service line (option 4). This is important, as you are to be notified first should any event occur. Your cooperation is appreciated.



Your ID card on OPUS can also be loaded with fare products

Not only does it serve as proof you are admitted as a Transport adapté customer, your ID card on OPUS can also be loaded with bus, métro and paratransit fare products. So by choosing to pay with an OPUS, you'll only need that one card for all forms of transportation. Keep it with you, because you will need it as identification, even if your form of payment is other than with a valid fare product on your OPUS card.



The OPUS card is not meant to be bent

Because of the device inside, the OPUS card was designed to be sufficiently flexible to prevent it from breaking easily. But it could still inadvertently get bent out of shape. We sometimes put it away with other cards and we end up sitting on them. After that, the card no longer works, and that's a problem.

Be kind to your OPUS card. Avoid putting it in your back pocket or twisting it into all kinds of shapes that could damage it! Use the protective case - it saves the card's chip from harm.

SNOWSTORMS

WE ALL HAVE TO DO OUR SHARE!

Cancelling service is a last resort for the STM when there's a snowstorm. Just as accessible bus service is maintained in bad weather conditions, Transport adapté continues to deliver paratransit service despite any difficulties caused by the snow, either on the day of the storm or in its aftermath. On the other hand, certain steps can be taken so that we may transport as many people as possible regardless of bad weather.

How can you help us?

For safety reasons and to minimize delays when there's a snowstorm, **we are counting on you to cancel your rides if you think they can be postponed to another day, or at least during off-peak periods.**

If you see that travel conditions are less than ideal and you choose to stay at home, remember to cancel your transportation as soon as possible.

What can you expect during a snowstorm?

- Delays and slower travel
- A reservations agent may offer to reschedule your ride to when it's less busy
- Your request for transportation could be refused
- Transportation could be cancelled

If bad weather forces the STM to cancel some trips, keep in mind that such a decision is taken early in the morning, before the call centre opens and before the first trips begin. You can stay informed of the situation with the online reservation site (stm.info) or by calling 514 280-8211.

How is the decision to cancel service made?

The people in charge of planning paratransit trips keep track of weather forecasts and analyze their ability to deliver service based on the number of requests they received. Some measures will be implemented if dictated by conditions, such as taking fewer reservations during morning and afternoon rush hour or not accepting new requests for transportation.

Service disrupted for up to five days after a storm

Snow removal is not immediate in any Montréal borough. That factor alone can push Transport adapté into limiting the number of requests for transportation it can accept, on the day of the storm and in the following days.

TABLE DE CONCERTATION DES AÎNÉS DE L'ÎLE DE MONTRÉAL

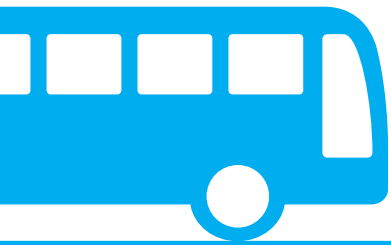
Among Transport adapté customers you will find several older people who, with advancing age, have developed one or more functional limitations, or disabilities. Did you know the Table de concertation des aînés de l'Île de Montréal (TCAÎM) has represented your interests for the past seven years as a member of Transport adapté's user-transporter committee? If you have any comments or concerns regarding service, keep in mind that representatives from several organizations are there to listen to your stories and share about them with the paratransit team, so that service and its delivery can be improved.

As a society, our duty lies in establishing favourable conditions so that all may maintain their mobility for as long as possible. Like you, the people at TCAÎM believe paratransit is an essential service that enables you to go to everyday locations, retail stores, healthcare services, recreational activities, and more. In fact, with the upcoming holiday season, Transport adapté will make it possible for many customers to visit their friends and family.

So we'll take this opportunity to wish all our staff and customers, the
VERY BEST HOLIDAYS!

To reach the TCAÎM, call 514 286-8226





STM ACCESSIBLE

A FEW WORDS ABOUT ACCESSIBLE BUS SERVICE:

- all buses are now low-floor with a ramp at either front or back
- 1,200 bus stops are now newly accessible
- Planibus timetables show accessible bus stops and are also easier to read

Accessible bus service provided even in bad weather

In winter, accessible service is always available. However, in bad weather conditions, it may be difficult, even impossible to safely extend the ramp.



Find out before you head out

When weather conditions are unpredictable, transit service advisories for wheelchair users are posted in a blue banner on the **stm.info** homepage.

The advisories will notify you of the type of difficulties you might encounter with transit service depending on storm, precipitation and accumulation forecasts:

- difficulty offering service at certain accessible bus stops
- inability to deploy ramp at certain accessible bus stops
- major storm: we suggest that you postpone your outing

For example, the driver may have to let you off at another bus stop if he cannot do so safely at a given accessible stop. Extending the ramp to either board or exit the bus might also prove impossible at a number of accessible bus stops.

In short, **service is available regardless of weather conditions, but you should remain vigilant when planning your return trip by looking up our website first!**

BUS SERVICE

Travel companions ride buses and métro for free

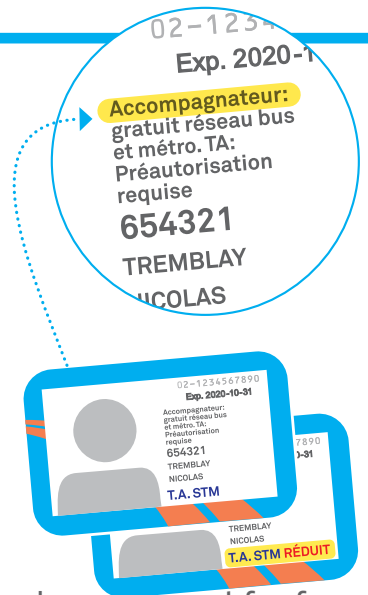
Your Transport adapté ID card on OPUS entitles you to have a travel companion with you at all times when using the bus and métro, and that person rides with you for free. You cannot claim the right to a travel companion if you do not have your OPUS ID card on you.

Family Outings

The Family Outings program allows for up to five children 11 years old or less to travel for free during certain periods of time when they are with an adult holding a valid transit fare card.

The offer is valid from 6 p.m. Friday to 11:59 p.m. Sunday, on legal holidays, from December 22, 2014 to January 2, 2015, as well as from March 2 to 6 and from June 22 to August 28, 2015.

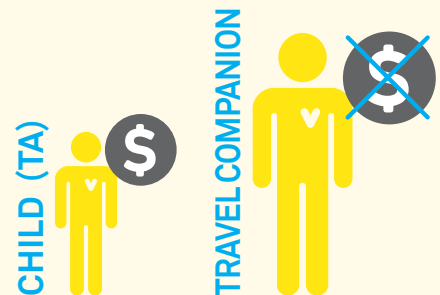
► This offer is also available to Transport adapté customers.



Special cases for bus and métro service

A Transport adapté customer 11 years old or less riding the bus or métro

The child pays for his/her own fare and their travel companion rides for free.



A customer rides the bus or métro with five children aged 11 or less including one who is admitted as a Transport adapté service user

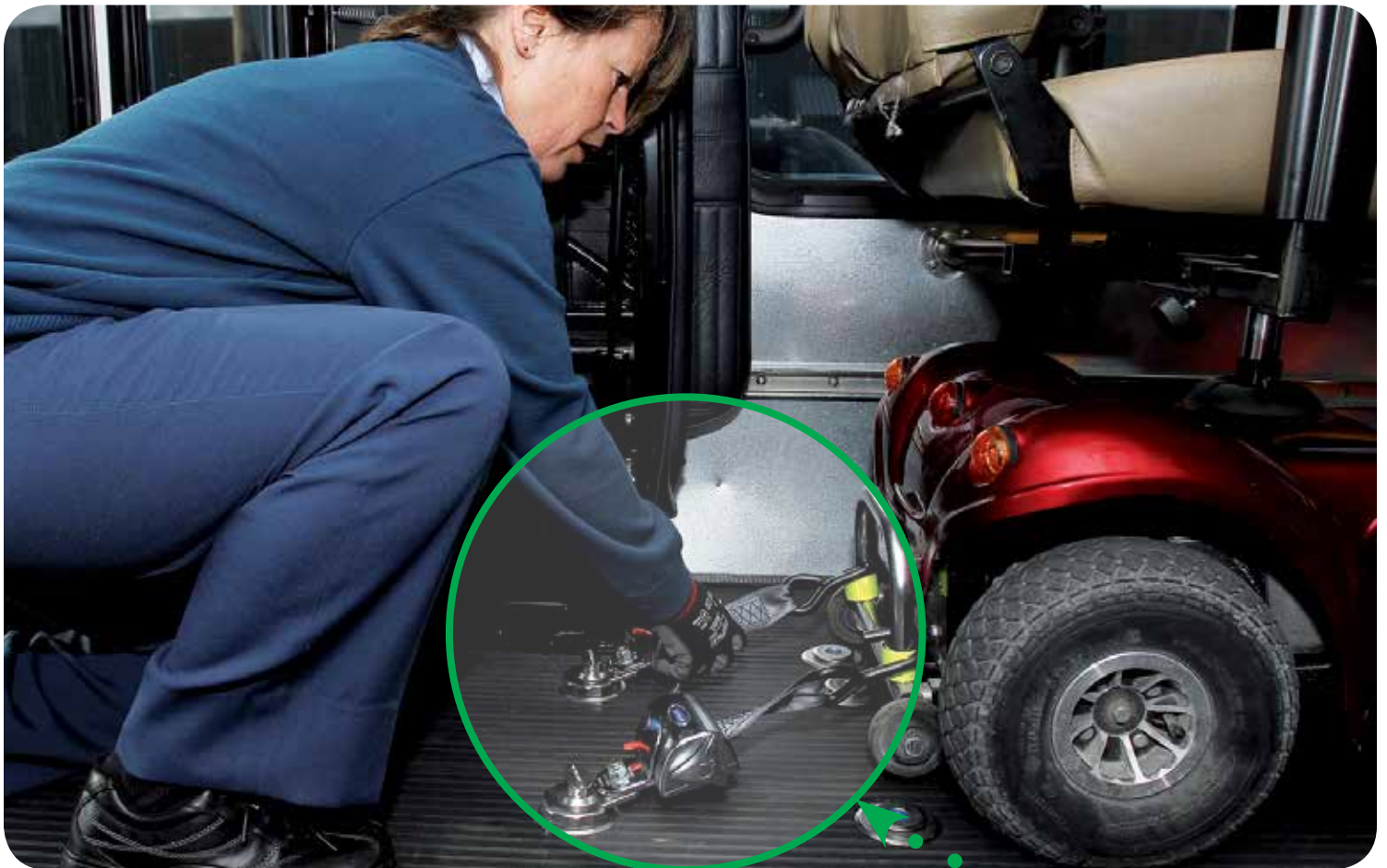
The Family Outings promotion provides you with a better deal, the minute you add another child. The person in charge must pay for their ride, either at the full or reduced fare.



MOBILITY AIDS: IMPORTANT REMINDERS

When reserving transportation, it is important that you remember to always specify the type of mobility aid you will be using the day you travel (*folding, unfolding or motorized chair, walker, three-wheel scooter, service dog or other*). If you need to use more than one aid, be sure when you travel to use the one you indicated when you made your reservation. Of course, if you must change to another mobility aid from the one you specified when reserving, you must update your reservation, the day before travel at least.

You must notify customer service at once of any changes in the mobility aids you use.





In a standard taxi

With a standard, four-door sedan taxi car, if you use a folding wheelchair, you must be able to move yourself from the wheelchair to the backseat of the car with as little help from the driver as possible. You must notify customer service once you can no longer do this on your own. From then on, you will ride aboard an accessible taxi (minivan) or minibus.

In a minibus: Length, width and maximum weight

Please get in touch with customer service if your mobility aid is wider than 79 cm (31 in) or longer than 128 cm (50.5 in).

The lifting platform on a minibus can hold a maximum weight of 273 kg (600 lb).

All wheelchairs, three- and four-wheel scooters must be equipped with four-point anchors to properly secure the mobility aid to the vehicle's floor (minibus or taxi).



IN WINTER

Remember to keep entryways clear of snow

Snow and ice often make boarding areas more difficult to access.

Entranceways and stairs must therefore be clear of snow and ice, and snow banks should not be blocking the driver's access to your residence. You must also try to ascertain that there is clear access at your destination. If the entranceway at your departure or destination point is snow-covered or icy, please cancel your trip. This will free up the minibus for another customer.



HOPE AND DETERMINATION

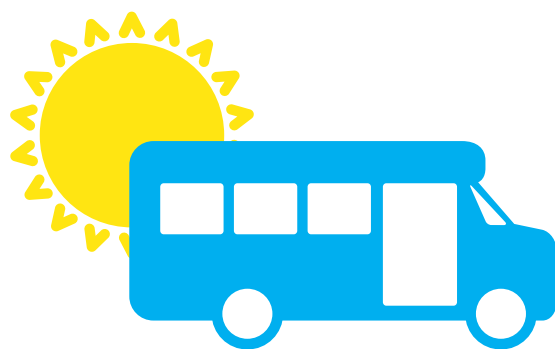
FROM BEING A CUSTOMER TO BEING A DRIVER

One of our drivers was once a paratransit service user. A 22-year veteran bus driver, Denis Prévost has been working at Transport adapté since 2008, after going through an inspiring, life-changing experience.

On March 9, 2005, skating down the ice rink at full speed, Denis trips and crashes head first into the boards. When he regains consciousness a few minutes later, he's overcome with panic: he can hardly breathe and can't feel any of his limbs. The medical verdict is simple and clear: Denis is now and forever a quadraplegic. But he adamantly refuses to believe it. His goal is now to go back to work as a driver, and nothing less. As he was being rolled out of the operating room, he said the only thing he wanted to do was to go to the gym. Despite his doctors' pessimism, Denis maintained a positive outlook. He is determined to become a driver again. Thanks in large part to the unwavering moral support and assistance from his wife and daughter, only six weeks later, he manages to take a few steps using a walker, a miracle! He moves to the Institut de réadaptation de Montréal for seven weeks, and later uses paratransit service to return there for his appointments.

Against all odds, he gradually goes back to work in 2006 and, after so much effort and relentless work, he reaches his goal in January 2007: he returned to full-time work as a bus driver!

The following year, looking for something new and different, Denis transferred over to Transport adapté. He feels it's where he was meant to be, and confides that it's a way for him to give back some of what he was given.



MAKING RESERVATIONS DURING THE HOLIDAYS

SPECIAL PROCEDURE

A collection of blue snowflakes of various sizes and two red and white striped candy canes. One candy cane is positioned vertically, and the other is curved. They are decorated with green holly leaves and red berries. A red Christmas stocking with a white cuff and toe patch, featuring a white snowflake design, is also visible.

Take full advantage of your holiday evenings!

From December 24, 2014 through January 2, 2015 inclusively, you'll be able to reserve a trip for as late as 4 a.m. (arrival time at destination). Keep in mind that the reservation must be made at least 24 hours in advance.

Suspension of regular schedules

As mentioned in the User Guide and on stm.info, all regular trips will be suspended from Thursday, December 25, 2014 through Friday, January 2, 2015 inclusively, except customers with regular haemodialysis appointments. Reservations for occasional trips should be made by phone as of seven (7) days before the planned trip at **514 280-8211**, option 1, or by Internet through our SIRTa online reservation system.

Transportation in the metropolitan area

During the holiday season, the time limit for reserving a trip within the metropolitan area remains the same. You can therefore request transportation as of seven (7) days in advance, and prior to noon the day before travel.

THE TRANSPORT ADAPTÉ TEAM SENDS THEIR HOLIDAY GREETINGS

With this extended evening schedule, we'll help you spread the seasonal cheer till the wee hours of the night!

DISCOVER DOZENS OF DISCOUNTS AND BENEFITS EXCLUSIVELY FOR TRANSIT FANS

on stm.info/merci



50% DISCOUNT
ON YOUR ADMISSION FEE TO
THE MCCORD MUSEUM UPON
PRESENTATION OF YOUR OPUS CARD

Offer valid until October 12, 2015.
See details and conditions on stm.info/merci



SEASON'S GREETINGS!

Web site:

stm.info

**Just one phone number to contact
the paratransit centre:**

514 280-8211

Requests for group trips:

Fax

514 280-5317

E-mail

groupe.ta@stm.info

Teletypewriter:

514 280-5308

**Requests for regular and
occasional trips:**

E-mail

514 280-6313

Customer service:

transport.adapte@stm.info

Preferred addresses:

adresses.favorites@stm.info

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