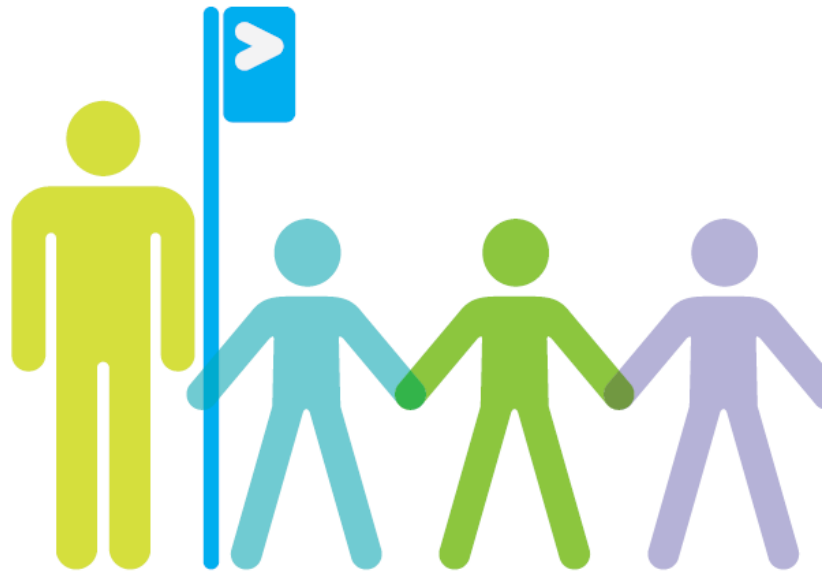


How groups can travel safely by bus and metro



PLAN YOUR TRIP BEFORE YOU LEAVE

The best time to use public transit with a group of youngsters is during the off-peak period, between 9 a.m. and 3 p.m.

Whenever possible, use the metro: its greater capacity can handle groups more easily.

If you travel by bus, your group should be limited to 25 people. If you are with a larger group, divide it accordingly.

If you must take the bus, please note that not all bus routes offer the same level of service. A bus route running frequently can more easily absorb a group of 25 people.

Imagine that you are waiting for the bus with your group. A bus arrives and it is already full, so you must wait for the following one. If the next bus is in three minutes, that's not so bad. However, if the next bus is in 30 minutes, that can be more troublesome. For that reason alone, it is best to check the interval between buses before heading for the stop. Here's another tip: check if other bus routes can take you to your destination.

PROCURING TRANSIT FARES

The persons in charge of groups of youngsters must procure their transit fares prior to their excursion. Group tickets and promo tickets (reduced fare single tickets) were created specifically for the needs of groups of children.

Group tickets

A group ticket allows a group of 10 children 6 to 13 years old and a person in charge to travel using a single transit fare. However, the group must remain together throughout the trip. The ticket also serves as a transfer and proof of payment for all members of the group.

Group tickets can be purchased from various sources:

For small quantities (1 or 2), at fare vending machines in metro stations.

For medium quantities (1 to 10), from fare collectors in metro stations.

For larger quantities (more than 10), you can order them from the STM's corporate sales division, by sending an email to ventescorporatives@stm.info

Promo tickets (reduced fare single tickets)

Promo tickets are only available from the STM's corporate sales division. Groups can obtain a purchase order form by email at ventescorporatives@stm.info

Similar to regular fare single tickets, promo tickets cost the same as reduced fare tickets. Therefore, they can only be used by people who are entitled to reduced fares, i.e. persons under 18 or over 65.

WAITING AT THE BUS STOP

- Have the children wait in line without pushing or shoving;
- Make sure they stay well away from the edge of the curb;
- Try to group the children by fare category. For example: children under five in front, followed by groups of 10 children + one person in charge using a group ticket, then followed by single ticket users and, lastly, by OPUS cardholders. This will simplify the driver's task and boarding;
- Be sure that the bus has come to a complete stop before letting the group approach.

BOARDING THE BUS

- Be sure that you are boarding the right bus going in the right direction;
- When a bus arrives at your stop, be sure it's the right one before boarding (many stops are served by different bus routes);
- Allow other passengers to exit the bus before boarding;

- **First person in charge** – boards the bus, pays the fare for all group members who do not have an OPUS card, and makes sure to retrieve and keep all tickets. They will serve as transfer and proof of payment, if needed. Youngsters and persons in charge with their own OPUS card must pay their fare individually.
- Make sure that the children board one at a time without pushing or shoving;
- **Second person in charge** – brings up the rear and makes sure that the children have all boarded the bus.

ABOARD THE BUS

- Never block the rear doors;
- Remind children never to put their head or limbs out the bus window; this is crucial to their safety;
- If there are no more seats, have children stand and hold the support poles tightly. Make sure they do not sit on the floor;
- See to it that the children stay calm, do not yell, and do not play with the stop request buttons;
- **If there is a problem**, alert the bus driver. Each bus has a two-way radio.

EXITING THE BUS

- Have the children get ready to disembark when you reach the stop preceding yours;
- One of the persons in charge should ring for a stop;
- Make sure that the children stay seated until the bus comes to a full stop;
- Have the children exit through the rear door (unless told otherwise by the driver);
- **First person in charge** – exits the bus and lines the children up well away from the bus;
- **Second person in charge** – before exiting the bus, makes sure that none of the children are left behind and does a group check after exiting.

ENTERING METRO STATIONS

Entering the metro with a group of children is made easier with the help of the station fare collector, especially if you are using group tickets. Indeed, group tickets are only accepted at the red fare gates, next to the fare collector's booth.



Some station entrances have neither fare gates nor fare collectors, namely:

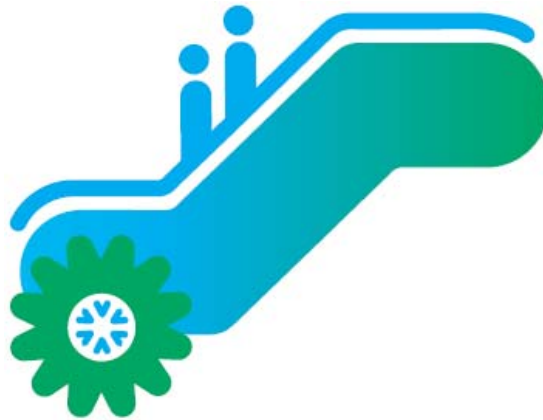
- Jean-Talon, corner of Jean-Talon and Saint-Hubert;
- Laurier, corner of Laurier and Berri;
- D'Iberville, corner of Jean-Talon and Louis-Hébert;
- Fabre, corner of Jean-Talon and Fabre.

To enter these stations with a group ticket, you must use an entrance manned by fare collectors.

USING ESCALATORS

Before getting on an escalator, make sure the children's shoelaces are well tied and that the straps of their backpacks are not dragging on the ground.

- Line the children up in two files;
- Warn the children that ***it is strictly forbidden to lean on the sides;***
- Have the children ***hold the handrail*** and be careful. Remind them ***never to sit down*** on the steps, and to stand with both feet on the same step.



AT THE FARE BOOTH

- Make sure you have all the necessary transit fares (refer to the *Purchasing transit fares* section). You can buy additional fares from the fare collector, if needed;
- ***First person in charge*** – goes to the ticket booth and asks that the children under the age of five go through first. Remember to validate your own transit fare;
- We suggest that another person in charge pass the turnstile to gather the children prior to heading for the train platform;

- **Second person in charge and others** – once a group ticket is validated, the red fare gate next to the fare booth will automatically stay open until 11 persons have gone through. Another person in charge can then let another group of 10 children through (including themselves) by validating another group ticket.
- A person in charge should bring up the rear with the youngsters using single tickets, transfers or OPUS cards, as they can pass through other turnstiles directly.

Reminders:

Always retrieve and keep the tickets used for your trip, as they also serve as transfer and proof of payment.

Reminder: All children using group tickets must remain together throughout the trip. They must have the same point of departure and destination.

WAITING FOR THE TRAIN

- Have the children stay close to the wall when they walk along the platform. Go towards one of the three cars at the head of the train; this way, the operator can pay attention to your boarding and control the doors appropriately;
- Have the children stay against the wall while they wait for the metro;
- Remind the children to *never pass the yellow or orange line or circles* by the edge of the platform before the train stops completely.



BOARDING THE TRAIN

- Allow other passengers to exit before you board;
- Board one of the three forward cars (near the operator) using all four doors if needed;
- Have the children board one at a time without pushing or shoving;
- **First person in charge** – boards the train first to guide the children;
- **Second person in charge** – stays on the platform to make sure the children board safely. Boards the metro after all the children are inside the train car and stays in front of the doors so that no children exit;
- Have the children remain calm and stay away from the doors without pushing or shoving;
- For safety, have the children hold onto one of the support poles if they haven't found a seat. Do not let them sit on the floor.

Reminder:

Once inside, the children will probably go all at once for a free seat; if they cannot sit down, they will be content to imitate you and hold onto the poles. In order not to block access and for safety reasons, **doors must not be leaned against**, as the doors open on the other side at certain stations. In the train, make sure the children do not play with the handle of the door that leads to the next car. The door could open and pose a danger to the child.

EXITING THE TRAIN

- Have the children get ready to disembark one station in advance;
- Have the children stay where they are until the train has entered the station;
- **First person in charge** – stays next to the doors to help the children exit and to make sure that none of the children are left behind;
- **Second person in charge** – goes onto the platform, lines the children up against the platform wall, and counts them. The first person in charge, who will be the last to exit, makes sure that none of the children are left on board.

In case of emergency

On the platform

There are safety devices at the blue *Assistance* bay on each platform. Each of these bays contains a red emergency telephone, a switch to shut off power to the tracks, and a fire extinguisher.

If a person falls on the tracks, don't delay one second – go to the *Assistance* bay and pull out the switch. This will cut the electric current to the tracks. Then pick up the red telephone; you will be immediately connected to the Control Centre, where metro personnel will take charge of the situation.

Never reach for a person who has fallen onto the tracks, even if the current has been cut; instead, tell them not to move and wait for help. Do not get down onto the track yourself to help them either, because you could still electrocute yourself.

If you pull the switch, remember to leave it in the *Assistance* bay. This will allow emergency personnel to turn the current back on safely.



ABOARD A METRO CAR

- If an emergency arises in a metro car, contact the train operator using the intercom, in the upper centre of the train car (find the sign with a hand symbol labelled “Assistance”);
- If the situation is extremely urgent, you can stop the train by pulling the emergency brake. If possible, use the emergency brake while the train is in a station and when the doors are open, because it is faster and easier for personnel to intervene in those conditions.

IN THE ESCALATORS

- Stop the escalator using the red button at the top or bottom;
- Remove the children from the area;
- If there are two persons in charge, one should go to the fare booth; otherwise, ask another passenger to do it for you. Identify yourself to the fare collector and explain the situation. He or she will contact our emergency services.

IF SERVICE IS INTERRUPTED

Have the children stay calm and speak quietly so that you can hear instructions from metro personnel.

Reminder:

If the children in your group have baggage, have them hold their backpacks by hand in the bus and metro in order to alleviate crowding problems.

ADVICE FOR DAYCARE CENTRES

- Identify the children in your group with a clearly visible armband or smock in order to save yourself headaches;
- Make sure the armbands or smocks have the name and telephone number of the daycare centre;
- In the metro, do not use a “snake”-type cord for the children to hold. A misstep in an escalator or a train door closing at the wrong moment could cause serious accidents.

*The STM appreciates your cooperation.
Welcome aboard!*

