

Honouring Serge Poulin (1962-2024)

We were deeply saddened to learn that Serge Poulin passed away this June.



Serge was a proud advocate for disability rights and worked all his life to promote and improve the inclusion, quality of life, and autonomy of people with disabilities. Throughout his career he held various positions, most recently as general director of RUTA (Regroupement des usagers du transport adapté et accessible de l'île de Montréal)—a fitting position for someone who saw the paratransit community as his second family.

Serge left an indelible mark on the history of accessible transportation in Montréal, and all who knew him can attest to his profound dedication to that cause.



Inclusive Mobility: Learn the ropes of public transit

Correction: In our last newsletter, we provided the wrong email address to register for Inclusive Mobility. The correct address is mobi@stm.info.

What is Inclusive Mobility? It's a training program where you can gain the skills, practice and confidence to take the bus and métro, while still being eligible for paratransit. By the end of it, you'll have even more options for getting around town.

Find out how long the program is, who is eligible, and more at www.stm.info/mobi. There is no registration fee.

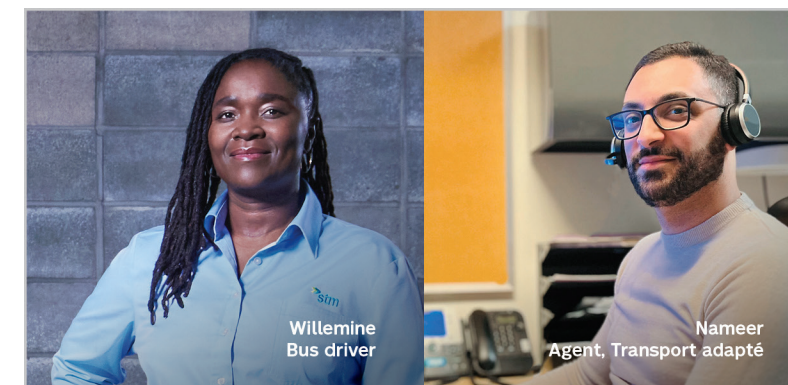
Position pour Vignette FSC / Recyclé 100% post-com.

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.

TRANSPORT CONTACT

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 Our people deserve respect, too

Our people deserve respect, too.

That's the message of a recent print ad campaign deployed in the bus and métro network.

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Newsletter for Transport adapté customers

- SUMMER -
2024

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



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We wanted to share this message with you because our frontline teams have noticed an uptick in hostile behaviour lately. The ads feature real people who work different jobs in our networks, including the paratransit network.


Although most of our customers are kind and respectful toward our teams, it's important to understand that even small acts of hostility, when repeated dozens of times a day, can have a huge impact on our employees.

New signs in vehicles


You may have noticed a small sign posted in your paratransit vehicle recently with pictograms and text explaining the rules of the STM's paratransit network. They are:

- 1 Drivers must accompany customers as they get into the vehicle.
- 2 Customers must handle their own bags at pick-up and drop-off.
- 3 Customers must be ready for pick-up at the confirmed time. Drivers have 30 minutes to arrive, starting at that time.
- 4 Drivers must accompany customers as they get out of the vehicle.
- 5 Customer bags must not take up extra space in the vehicle.
- 6 Drivers must provide customers with assistance as needed to fasten any safety features in the vehicle.


RÈGLES DE FONCTIONNEMENT AU TRANSPORT ADAPTÉ




1 Le chauffeur accompagne obligatoirement le client à l'embarquement.




2 Le client doit manipuler lui-même ses bagages à l'embarquement et au débarquement.




3 Le client doit être prêt à embarquer à l'heure confirmée. Le chauffeur se présentera dans les 30 minutes qui suivent.



4 Le chauffeur accompagne obligatoirement le client au débarquement.



5 Les bagages du client ne doivent pas occuper d'espace supplémentaire à l'intérieur du véhicule.



6 Au besoin, le chauffeur doit assister le client dans la pose des éléments de sécurité dans le véhicule.

These rules help us make sure your trips with us are the best they can be.

Fares increasing an average of 3% since July 1

Here's a look at this year's indexation of public transit fares for paratransit, as announced by the Autorité régionale de transport métropolitain (ARTM).

- Same price for 1-trip, All Modes A fares
- Slight increase for:
 - Weekly, Monthly and 4-month, All Modes A fares
 - All Modes AB and ABC fares

The following fare schedule will come into effect on July 1, 2024:

Zone A - Agglomeration of Montréal

	Regular fare	Reduced fare		
		Students 6-17 years old	Students 18 and over	65 and over
Exact cash fare paid aboard vehicle	\$3.25	\$2.25	—	\$2.25
1-trip, All Modes A ²	\$3.75	\$2.75	—	\$2.75
Weekly, All Modes A (From Monday to Sunday, 11:59 p.m.)	\$31.00	\$18.50	—	\$18.50
Monthly, All Modes A (From 1 st to last day of the month)	\$100.00	\$60.00	\$60.00	\$60.00
4-month, All Modes A (Consecutive)	—	\$233.00	\$233.00	\$233.00
Free 65+, All Modes A (Residents of the agglomeration of Montréal)	—	—	—	Free

Visitors needing paratransit

Did you know that anyone already registered for paratransit in Québec can use paratransit services from any provider in the province?

Your guests can also travel by paratransit as long as they use a wheelchair at all times. This also applies to visitors from outside the province.

If you're not registered for our services and plan to visit our area for a short stay, you can apply for visiting status by contacting customer service at 514-280-8211, ext. 4, option 2. We'll need to enter some basic information into our system and confirm a few details to create your file and provide you with a client number.

For more information, please see our website. www.stm.info.