



# USER GUIDE

## PARATRANSIT SERVICE

Reservations Centre: 450-973-3111  
Customer Contact Centre: 450-688-6520  
**STLaval.ca**



Société de  
transport  
de Laval

# Your information

**STL customer number:** \_\_\_\_\_

**Access code for  
online automated services:** \_\_\_\_\_

**OPUS card number:** \_\_\_\_\_

Please notify the STL Customer Contact Centre if you get a new OPUS card and make sure you register your OPUS card to protect it against loss, theft or damage.

# Your virtual pass

**Last cheque sent to the STL dated:** \_\_\_\_\_

The latest version of the User Guide is available online at [STLaval.ca](http://STLaval.ca).

The User Guide is also available in an alternate audio format (CD or online).  
To request a copy, please:

- email [transportadapte@stl.laval.qc.ca](mailto:transportadapte@stl.laval.qc.ca); or
- call the Customer Contact Centre at 450-688-6520.

## Customer Contact Centre Hours

Monday to Friday: 6:30 a.m. to 8 p.m.

Saturday, Sunday and Holidays: 8 a.m. to 5 p.m.

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# At your service



At the STL, we have one simple goal: to give you the best transit experience possible. That's why we provide professional, courteous and attentive service to help you get around Laval and the surrounding areas. This guide explains how our paratransit service works.

## Our mission

The STL's mission is to build and operate a high-quality local public transit service that is innovative, efficient, and flexible enough to meet our customers' changing mobility needs.

## Our values

RESPECT,  
EXCELLENCE and  
COLLABORATION

Our values define everything that we do to keep our customers happy and make our employees proud.



## The STL Quality Commitment

At the STL, we place great emphasis on the quality of our services. To prove it, we have developed a quality commitment that all of our team members have pledged to honour—both on the road and at our call centre.

The five principles of our Quality Commitment:

- We will provide friendly and courteous service.
- We will pick you up within the scheduled window.
- We will make every effort to ensure a safe and comfortable ride.
- We will provide you with accurate, relevant information.
- We will keep our vehicles clean and in good working order.



# Services

We provide door-to-door paratransit service between accessible departure and destination locations to meet the transportation needs of eligible customers. Rides on paratransit vehicles are available by reservation only. As this is a shared-ride service, we are counting on everyone to be on time so we can always stay on schedule.

The STL operates a fleet of taxis and minibuses to serve paratransit users.





We offer different types of transportation depending on our customers' limitations. Drivers are responsible for assigning seats in vehicles based on each rider's specific needs.

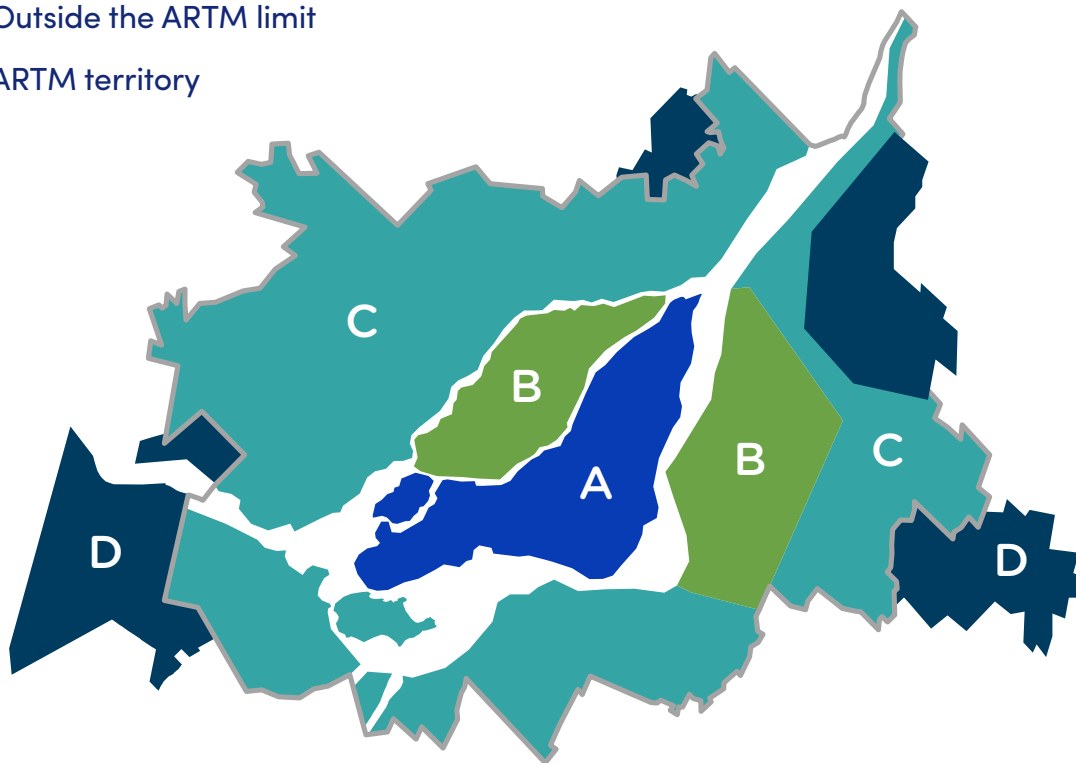
We will do everything we can to provide rides when you need them and make sure our vehicles accommodate your requirements.

## Service area

The STL provides paratransit service within the City of Laval and across the Greater Metropolitan Area served by the Autorité régionale de transport métropolitain (ARTM).

## Paratransit fare zones

- A** Agglomeration of Montreal
- B** Agglomeration of Longueuil and Laval
- C** Northern and southern suburbs
- D** Outside the ARTM limit
- ARTM territory



## IMPORTANT

Failure to make a reservation within the required timeframe could result in your request being denied.

### Laval – Zone B

- Reservations can be made by 5:00 p.m. the day before the trip
- Will-call return trips allowed
- Drop-off and pickup times must be at least 30 minutes apart

### Centre de Montréal – Zone A

- (Between Pie-IX Boulevard and Marcel-Laurin/Décarie down to the St. Lawrence River)
- Reservations can be made by 5:00 p.m. the day before the trip
- Will-call return trips allowed
- Drop-off and pickup times must be at least 60 minutes apart

### Montréal (other than Central Montréal) – Zone A

- Reservations can be made up to 3 days in advance
- Transfers available
- Will-call return trips not allowed
- Drop-off and pickup times must be at least 120 minutes apart

### North Shore and South Shore – Zone C

- Reservations can be made up to 3 days in advance
- Will-call return trips not allowed
- Drop-off and pickup times must be at least 120 minutes apart



# Service hours

## Transportation service hours\*

	First pickup	Last pickup
Monday to Thursday	6:30 a.m. to 7:00 a.m.	10:30 p.m. to 11:00 p.m.
Friday	6:30 a.m. to 7:00 a.m.	11:30 p.m. to midnight
Saturday	8:00 a.m. to 8:30 a.m.	11:30 p.m. to midnight
Sunday	8:00 a.m. to 8:30 a.m.	10:30 p.m. to 11:00 p.m.

\* Rides are not available before the first pickup time. Please take that into account when scheduling your appointments.

## Reservation Centre hours

Phone number: 450-973-3111

Monday to Thursday	6:30 a.m. to 11:00 p.m.
Friday	6:30 a.m. to midnight
Saturday	8:00 a.m. to midnight
Sunday	8:00 a.m. to 11:00 p.m.

# Statutory holidays and Christmas holidays

Regular trips, except trips for dialysis treatments, are automatically cancelled on statutory holidays and during the Christmas holiday break (December 27 to 30).

If you need to travel on a holiday, please book a ride.

Service hours on statutory holidays are the same as for the Saturday schedule (8 a.m. to midnight).

Paratransit service will operate on a regular schedule during the Christmas holiday break (December 27 to 30).

<ul style="list-style-type: none"><li>• New Year’s Day</li><li>• January 2</li><li>• Good Friday</li><li>• Easter</li><li>• Easter Monday</li><li>• National Patriots’ Day</li><li>• Quebec National Holiday</li></ul>	<ul style="list-style-type: none"><li>• Canada Day</li><li>• Labour Day</li><li>• Thanksgiving</li><li>• Christmas Eve</li><li>• Christmas Day</li><li>• Boxing Day</li><li>• New Year’s Eve</li></ul>
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## Service disruptions

Your safety is our top priority. The STL paratransit service may be temporarily cancelled due to hazardous road or weather conditions (e.g., snowstorms, ice storms or other emergencies disrupting vehicle use).

When there is a storm, we encourage you to contact us ahead of time and cancel any non-essential trips that can be postponed. If possible, please book your new trip 48 hours after the storm as paratransit service may be slowed down if the streets are not cleared of snow.

If service is cancelled while you are out, we will do our best to bring you back within a reasonable timeframe.

When there is a storm, the STL will inform users of service disruptions via a recorded message on the Reservations Centre phone line (450-973-3111) and posts on social media.

As we receive a high volume of calls during service disruptions, our Reservations Centre is unfortunately unable to contact each customer individually.

# Booking a ride

## Types of transportation

### Regular trips

Regular trips are repeat trips that occur at the same time and originate and terminate at the same scheduled location. Rides must be booked by phone at least three days in advance.

However, rides to busy destinations such as centres that offer structured activities (e.g., day centres and places that provide supervision services) must be booked at least two weeks in advance so we can properly plan for them.

To provide the best possible service, we reserve the right to make changes to regular trip requests several times a year. If your confirmed pickup windows change, we will contact you to let you know.

Reservations for rides to summer day camps **MUST** be made before June 1.



## **Occasional trips**

Occasional trips are one-time trips taken on specific dates. Rides must be booked by phone or online at least three days in advance and no later than 5:00 p.m. the day before the trip.

## **Trips in the Greater Metropolitan Area**

Trips outside the City of Laval in the Greater Metropolitan Area. Rides must be booked by phone at least three days in advance.

## **Limitations**

Paratransit service is intended for single riders only. We do not provide group transportation services, such as rides for school trips (organized by public or private elementary or secondary schools) and transfers between medical facilities for the purpose of receiving health care.

### **TO BOOK A RIDE**

Reservations Centre  
450-973-3111

## Required information when booking a ride

Please provide the following information to facilitate the reservation process:

- Your customer number
- The type of trip you are requesting (regular or occasional)
- The date you want to travel
- Your exact starting address and destination address, including entrance locations
- The time you would like to arrive at your destination\*
- The time you need to return
- The type of mobility device you will be using for the trip (e.g., wheelchair, walker)
- If applicable, specify whether a support person or a guide or service dog will be travelling with you

\* Please note that the time of arrival at destination is the time of arrival at the entrance to the building. Remember to allow extra time for unforeseen circumstances.

## Will-call returns

When you make a reservation, you need to specify your return time. If you are unable to do so because of **exceptional circumstances**, you can call us to request a pickup.

Exceptional circumstances: medical appointments, court appearances, arrivals at the Montréal Airport, appointments for wheelchair repairs.

In such cases, you will need to call the Reservations Centre as soon as you are ready to request a ride. The agent will schedule your trip based on vehicle availability.



## Transactional website (STLaval.ca/connexion)

Enter your customer number and access code in the appropriate fields.

- Your customer number can be found on your eligibility card.
- Your access code consists of your birth month and year.
  - For example, if you were born in February 1965, your access code will be "0265."
  - You must change your access code the first time you access your online account.

You can use our automated online services to check your reservations and perform various operations.

1. Book occasional trips
2. View trip details (e.g., addresses, times)
3. Confirm a window
4. Cancel a trip

### IMPORTANT!

You cannot use our automated services to book regular trips or trips with drop-off locations outside of Laval. To book such rides, please call the Reservations Centre.

## Same-day trip changes

You can change the time OR drop-off location for a pre-booked ride if a seat is available aboard a paratransit vehicle AND your trip is on an already scheduled route.

If you would like to change your reservation, you must contact the Reservations Centre at least two hours before your pickup time.

### NOTE

Drivers are not authorized to change addresses or reservation times. If you need to make a change, please contact the Reservations Centre at 450-973-3111.

## Same-day reservations

We will accommodate same-day trips only if you need transportation for urgent medical reasons in Laval and Central Montréal provided a seat is available aboard a vehicle.

If your condition requires special care, we recommend that you call an ambulance.

## Trip cancellations

If you need to cancel a trip, please notify us as soon as possible so that the driver doesn't show up for nothing.

Cancellations made without reasonable notice or after the vehicle has arrived deprive other customers from a seat in the vehicle and result in unnecessary trips.

## No-shows

If you are not at the pickup location at the scheduled time, your return trip will be automatically cancelled 30 minutes after it has been determined that you are a no-show. To keep your return pickup, you **MUST** notify the Reservations Centre at 450-973-3111.

Any request to send out another vehicle because you were not at the door will be processed based on availability at the time of booking and may be declined.

If you are a no-show multiple times or make frequent cancellations, you may face restrictions.

## **Trips to have a second wheelchair repaired**

Subject to space being available, you may bring a wheelchair to have it repaired. However, you need to specify that when you make your reservation and make sure the second wheelchair is at the door.

Please note that the driver will leave the second wheelchair at the entrance of the drop-off location. We suggest that you have someone with you to help you.

We will not transport wheelchairs unless their owners are travelling with them.

## **Metropolitan area trips**

The metropolitan transit service provides you with transportation throughout the ARTM service area ([www.artm.quebec](http://www.artm.quebec)). A request for a trip in the metropolitan area may be denied due to lack of personnel or your failure to book your trip within the required timeframe.

## **Transfer options**

When you travel outside Laval, the STL may provide you with transportation or use another transit service for part of the trip. In such a case, your trip may involve a transfer. The STL will take you up to a previously agreed-on transfer point (that is safe and accessible) and another transit service (such as exo, RTL or STM) will take you the rest of the way from there.

As regular transit is becoming more and more accessible, it might be a good idea to consider using the regular transit system for your transportation needs.

# Travelling with a companion

## On the paratransit system

You may travel with a companion if you received prior authorization from the STL's eligibility committee.

1. Your companion may not travel without you.
2. Your companion must get on and off at the same locations as you.
3. You must reserve a seat for your companion and specify whether he or she will be using a mobility device; otherwise your companion may be denied boarding.
4. Except in special cases, your companion must pay his or her fare at all times.

## On the regular transit system

Eligibility for paratransit service automatically means that you can have a companion travel with you free of charge on the regular transit system.

5. You must show your paratransit eligibility card to the STL bus driver and pay your fare.
6. Your companion travels free of charge.
7. Valid throughout the Greater Metropolitan Area for the paratransit customer.

## Accessible services on the regular transit system

Some routes are wheelchair-friendly. Customers who must use the access ramp can board or exit buses only at accessible stops.



## Mobility device specifications on the regular network

Buses are designed to accommodate only one person in a wheelchair at a time. Both manual and electric wheelchairs are accepted on STL buses.

For safety and accessibility reasons, only wheelchairs that meet the following criteria are allowed to use the access ramp to board buses on the STL's regular transit system:

- Maximum allowable width: 73.66 cm (29 in.)
- Maximum allowable length: 116.84 cm (46 in.)

Accessible bus stops are marked with an accessible symbol on the bus stop sign.

To find out which routes and stops are accessible, go to [STLaval.ca](http://STLaval.ca) or call the STL Customer Contact Centre at 450-688-6520.

## Riders with limited mobility

Buses have priority seating for mobility-impaired riders.

Priority seating areas are designated with appropriate signage.

Don't hesitate to request a priority seat if you need it.

To make it easier for you to get on and off the bus, you can ask the driver to lower the bus floor to sidewalk level.





# Fare information

## Payment methods

### Travel within Laval

- One-ride Bus ticket (paratransit paper ticket)
- Cash payment on board
- Monthly Bus pass loaded on your OPUS card
- Virtual pass – monthly Bus pass

### Greater Metropolitan Area

- One-ride Bus ticket or All Modes AB ticket (paratransit paper ticket)
- Cash payment on board
- Monthly Bus pass loaded on your OPUS card
- Monthly All Modes AB or ABC pass loaded on your OPUS card (depending on where you travel)
- Virtual pass – Monthly

You must pay your fare each time you board, in accordance with existing by-laws; otherwise, you will be charged for the trips.

If you don't pay the fare, you may be subject to a fine as indicated in our transit fare BY-LAW.

## **Paratransit paper tickets**

Valid on the paratransit system only.

To find out where to purchase the tickets, go to [STLaval.ca](http://STLaval.ca) (click on Tickets and Fares followed by Points of Sale) or call our Customer Service Centre at 450-688-6520.

## **Cash**

You must have the exact fare ready. Drivers cannot give change.

## **Monthly pass loaded on your OPUS card**

You must load a monthly pass on your OPUS card before your first trip for the current month.

You can purchase the next month's pass starting on the 20th day of the current month to avoid waiting in line. The pass must be valid for three days before the first of the month to allow for information to be transferred between the various systems and the driver.

The OPUS card can only contain monthly tickets. No single passage can be accepted on the paratransit network. They can be purchased at all metropolitan ticket offices and all our points of sale.

OPUS cards with photo ID are reserved for transit users who are eligible for reduced or student fares (youth up to age 17, students aged 18 or over, seniors aged 65 or over). They are available at metropolitan ticket offices only.

## Protecting your OPUS card

You can protect your OPUS card from loss, theft or damage by REGISTERING it. Doing so will enable you to recover the tickets that were still valid on your card at the time of the incident. This service is provided FREE of charge.

To obtain the form, call the Customer Contact Centre at 450-688-6520 or go to STLaval.ca (click Paratransit and select Rates and OPUS Cards). Send us the completed form by email at [transportadapte@stl.laval.qc.ca](mailto:transportadapte@stl.laval.qc.ca) or by mail.

### IMPORTANT

Please call us at 450-688-6520 to give us your new OPUS card number.

## VIRTUAL pass

If you use the paratransit service ONLY and make regular trips, the monthly virtual pass is the best option for you.

With a virtual pass, you can travel without ever having to use a ticket. To pay for your monthly virtual pass, simply send a cheque by mail to the STL. Once your payment is received, we will notify the drivers that your fare has been paid for the month.

## How to obtain a monthly virtual pass

- Prepare a cheque for the current fare and date it the first day of the month for which you want your pass (go to the website or call 450-688-6520)
- Make the cheque out to Société de transport de Laval
- Write your name, record number, and full address on the front of the cheque
- Mail the cheque to:

Société de transport de Laval  
Service du transport adapté  
2250, avenue Francis-Hughes  
Laval (Québec) H7S 2C3

Your cheque must be received no later than one week before the beginning of the following month. Otherwise, you will have to pay for each trip until we receive the cheque.

If you wish, you can also send us post-dated cheques to pay for multiple months. Make sure each cheque is dated the first day of each month. If you later decide to cancel your subscription, your cheques will be returned to you.

Be sure to check the current fares when writing your cheques.

## Points of sale – Single tickets and monthly passes

To find the nearest point of sale and the list of fares:

- Go to [STLaval.ca](http://STLaval.ca) (click on Tickets and Fares followed by Points of Sale).
- Call the STL Customer Contact Centre at 450-688-6520.

# On-time performance and pickup

When you book a ride, we will give you a 30-minute pickup window.

## IMPORTANT!

Make sure you write down the following:

- Service start and end dates for regular trips
- Confirmed pickup windows
- Pickup and drop-off locations

## Automated call service

As soon as your eligibility is confirmed, you will automatically be enrolled in our automated call service. You can unsubscribe at any time by calling us.

## Automated reminder call the day before your trip

If you are signed up for the service, we will call you at home between 6 p.m. and 9 p.m. the day before your trip as a reminder.

## Imminent vehicle arrival

If you are signed up for the service, we will call you within your confirmed 30-minute pickup window to notify you that the paratransit vehicle is about to arrive.

No further calls will be made after this call if an event beyond our control delays the paratransit vehicle.

### NOTE

In some situations, you may not receive a call. That's why you must be ready to board the paratransit vehicle at the beginning of your window.

## On-time performance

We do our best to be on time every time, but given the nature of the paratransit service, we ask that you be flexible so we can adhere to scheduled pickup and drop-off times.

### NOTE

#### Delayed service

If the paratransit vehicle has not arrived by the end of your 30-minute pickup window, you can call the Reservations Centre at 450-973-3111 to let us know that your vehicle is running late.

## Boarding

### Before boarding

Parents or caregivers must make sure that paratransit users in their care are in a condition that allows them to travel safely. As a safety precaution, customers should never be forced to board a vehicle if they refuse to do so or are aggressive.

### Vehicle arrival

Drivers will let you know that they have arrived by ringing the doorbell. If you live in a multi-unit building, you must wait for the driver in the lobby. If you are in a public place, you must wait at the designated pickup point confirmed at the time of your reservation.

During boarding, parents or caregivers can assist the driver by helping customers identify themselves, by paying their fare, and by confirming their destination. They can also provide the driver with any information that could make boarding easier or increase the customers' comfort and safety.



## Assistance

If a paratransit user has an intellectual or a psychiatric disability or a specific medical condition, we are required to enter a note for assistance in the customer's record to ensure the customer's safety. When boarding, paratransit users who have that note in their records must be assisted by a person in charge (aged 14 and over), who can confirm their identity and destination. A person in charge must also wait for the customer at the drop-off location to ensure the customer's safety.

Paratransit users who are self-sufficient enough to be left alone at all times may be exempted from the assistance requirement. To obtain such an exemption, please call the STL Customer Contact Centre at 450-688-6520.

## Eligibility card

For safety reasons, customers must show their paratransit eligibility cards or be able to properly identify themselves (alternatively, the person in charge can provide the required information).

## Assistance provided by drivers

Drivers will provide assistance with entering or leaving the vehicle. They will:



- Escort you to the vehicle from the accessible door at your pickup location and from the vehicle to the accessible door at your or drop-off location
- Help you get in and out of the vehicle
- Stow your mobility device
- Take you through the doors located on the ground floor of the pickup or drop-off location

Drivers will not go to any upper floors and must never lose sight of their vehicles. They are not allowed to wait for you and they cannot change your reservation. If you need to reschedule a ride, please contact the Reservations Centre at 450-973-3111.

You must be able to transfer to the vehicle seat on your own or with minimal assistance unless you are permanently in a wheelchair.

Unfortunately, drivers cannot assist you up or down more than one step if you are in a wheelchair and there is no access ramp. You will have to go through the doorway on your own or with help from someone other than the driver.

## Location accessibility

The pickup and drop-off locations must be accessible and meet your accessibility needs.



If an access ramp is considered unsafe, your trip may be cancelled. We may ask you to have the ramp modified so that it meets safety requirements.

In the winter, make sure that the pickup and drop-off locations are cleared of snow and ice before the driver arrives. Otherwise, your trip may be cancelled, unless you are able to reach the vehicle on your own.

# Your responsibilities





## Mobility devices

We ask that you take the following precautions with your mobility device. Make sure that:

- Your mobility device is clean and in good working order.
- Your manual or electric wheelchair has four anchor points and can be safely secured to the vehicle floor.
- Your mobility device fits on the minibus lift platform,\* meaning that it cannot be more than 137.16 cm (54 in.) long by 83 cm (33 in.) wide.
- The weight of your mobility device combined with yours does not exceed 363 kg (800 lb.).

\* Trips to Laval and Central Montréal only. Minibuses do not travel outside these service areas.

Only accessible taxis can travel outside the service area:

- Make sure your mobility device is not more than 137.16 cm (54 in.) long by 76.2 cm (30 in.) wide.

### IMPORTANT

No flags, bags or other accessories may be attached to mobility devices.

## Use of a three- or four-wheel scooter

If you use a three- or four-wheel scooter, you may not remain seated in it while travelling on board the paratransit vehicle. In addition, **you must be able to transfer from the scooter to the vehicle seat** and take a few steps inside the vehicle. To avoid possible delays, we also suggest that you:

- Travel outside of peak hours, i.e., between 9:30 a.m. and 3:00 p.m.
- Schedule a fixed return rather than a will-call return to avoid having to wait too long.

## Use of a wheelbase, transport chair and wheelchair without anchor points

If you use this type of mobility device, you must transfer over to the vehicle seat and **be able to do so on your own**.

## Seat belts

Seat belts must be worn at all times during transport. You must use the lap belt and the shoulder strap (if applicable). If you are unable to fasten the belt yourself, the driver must assist you.

If you refuse to wear a seat belt, your trip will be cancelled.

Only individuals who have a seat belt exemption certificate issued by the Société de l'assurance automobile du Québec may ride without wearing a seat belt.

However, they must provide the STL Paratransit Service with a copy of the certificate ahead of time.

## Travelling safely with children

As stated in the Highway Safety Code, any child younger than 9 and less than 145 cm tall travelling in a motor vehicle other than a taxi must ride in an appropriate car seat or booster seat. That means that a parent cannot travel with a child in their lap. It is your responsibility to provide the appropriate seat for the child.

Given the diversity of car seat designs, we would greatly appreciate it if you could show your driver how to correctly secure your child's seat inside the vehicle. The driver will install the car seat, but you must secure your child in the seat yourself. If you are unable to do so, you must be assisted by another person at your pickup and drop-off locations.



## Service animals and pets

### Guide or service dogs

If you plan to travel with a guide or service dog, please let us know when you book your ride.

You are responsible for keeping an eye on and controlling the dog at all times. Your dog must always wear its harness regardless of whether you ride in a minibus or in a taxi.

### Pets

Pets must travel in a secure pet carrier placed on your lap, in accordance with the same rules that apply to luggage. If you plan to travel with a pet, please let us know when you book your ride at 450-973-3111.

## Carry-on items

At times, you may have to carry various items with you. For safety reasons, such items must be carried by you or the person accompanying you. Please be aware of the rules below and make sure you follow them.

You may bring items such as shopping bags or bags of groceries on board the paratransit vehicle provided that:

- you do not need the driver's help to carry them;
- you secure them firmly or hold them in your lap.

No items other than a mobility device may be placed in the trunk of a taxi.

Shopping carts are not allowed on board paratransit vehicles.



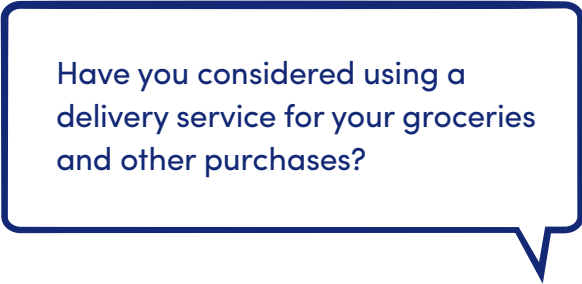
## Exceptions for certain destinations

Suitcases are allowed only for individuals travelling to the following destinations:

- Montréal-Pierre Elliott Trudeau International Airport
- Central station (train station)
- Via-Rail Dorval station
- Montréal bus terminal (formerly Terminus Voyageur)

If you plan to bring a suitcase, please let us know when you book your ride.

The driver may refuse to take you if you fail to comply with the rules above or if the packages attached to your wheelchair make it hard to handle or take up extra space. A wheelchair must not be used as a grocery cart.



Have you considered using a delivery service for your groceries and other purchases?

# Additional information

## Behaviour on board paratransit vehicles

The paratransit team strives to provide on-time, safe, and reliable transportation services every day while maintaining a respectful environment.

We expect the same conduct from our customers as you might expect from our employees or representatives.

Please be advised that passengers who conduct themselves in a way that violates the rules in this guide and the standards in By-law CA-9 may face restrictions.

Unacceptable behaviour may negatively impact:

- Your safety
- The safety or comfort of other riders
- The driver's safety
- Vehicle integrity
- Routine paratransit operations

We understand that exceptional circumstances that are beyond your control may arise. That's why, before taking any action, an STL representative will contact you to assess the situation and notify you of the next steps, if any.



## Trip duration

The duration of a paratransit trip is similar to that of a regular bus trip, not counting the time required to board and exit the paratransit vehicle.

However, total travel time is subject to variations in road or weather conditions and any other circumstances that are beyond our control, such as time spent waiting for a customer.

## In the event of an accident

Should an accident occur during a trip, the STL will contact your family members. If you are injured while using STL's paratransit services, you must:

- Notify the driver
- Consult a doctor
- Call the Customer Contact Centre (450-688-6520) to report the incident
- Contact the Société de l'assurance automobile du Québec (514-873-7620) to file a claim



## Your record

### Updating your record

Please call the STL at 450-688-6520 if you need to update the information we have on record for you:

- Address
- Phone number
- Diagnosis changes
- Mobility device (e.g., wheelchair, cane, walker, rollator)
- Emergency contact
- Need for a support person

#### NOTE

Any updates to your record to reflect changes in your diagnosis, disability, need for a support person or any other special need may trigger an eligibility review or a request for written proof from a healthcare professional.

If you do not use the paratransit service for more than two years, your record will be automatically deactivated. To reactivate it, please contact the STL at 450-688-6520. Reactivating your record may result in your eligibility being reviewed.

## **Moving?**

Notify us in advance of your new address and the date on which your change of address takes effect so we can plan your future trips accordingly.

## **Moving outside of Laval?**

You can submit a written request to have your record transferred to the paratransit service operating in your area. To learn more, call 450-688-6520 or email us at [transportadapte@stl.laval.qc.ca](mailto:transportadapte@stl.laval.qc.ca).

## **What you need to provide us:**

- Effective date of change
- New full address
- New phone number if applicable
- Your consent of your information transfer

Please allow a few days to transfer your file.

## **Visitors**

The STL can accommodate visiting paratransit users who are registered with a paratransit service elsewhere in Quebec.

Depending on the availability of resources, visitors who are not registered for paratransit services or who live outside Quebec may use our services provided they cannot get around without a wheelchair.

Contact the STL at 450-688-6520 for more information.

## **Tips**

Since paratransit is a public service, tipping is not required.

# Feedback and penalties

## Feedback

Your feedback is important to us. It is the main source of information we use to improve our services. Feel free to submit any suggestions and share your concerns by calling the Customer Contact Centre at 450-688-6520.

## Penalties

Customers who repeatedly violate the rules outlined in this guide may face restrictions up to and including suspension of service.

Because we understand that exceptional circumstances may arise occasionally, we make sure to assess each situation before imposing any restrictions.

# Contact us

## **For all transportation-related issues (questions, reservations, changes and cancellations)**

Reservations Centre

Telephone: 450-973-3111

## **Lost and found**

Contact the Reservations Centre. Our staff will help you locate any lost items.  
You may have to pay a fee.

## **For information on our services, complaints, comments and requests**

STL Customer Contact Centre

Telephone: 450-688-6520

Monday to Friday: 6:30 a.m. to 8 p.m.

Saturday, Sunday and Holidays: 8 a.m. to 5 p.m.

## **To submit your eligibility form**

Service de transport adapté de la STL

2250, avenue Francis-Hugues

Laval, Québec H7S 2C3

[transportadapte@stl.laval.qc.ca](mailto:transportadapte@stl.laval.qc.ca)

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