

# Welcome and thank you for using the STL paratransit service!



## How does it work?

- The STL will choose your mode of transportation (taxi or minibus) and your type of vehicle (accessible or non-accessible) based on your functional limitations and vehicle availability.
- You must book all your rides in advance by contacting our Reservations Centre (see details on reverse).
- Depending on the planned trip, you may be travelling with other paratransit users.
- Paratransit ride times are comparable to ride times on the regular bus system.
- Drivers will provide assistance from the accessible door at your pickup location to the accessible door at your drop-off location.
- You must wait in the lobby, whether you live in a house or a multi-unit building.
- Make sure you are ready at the beginning of the 30-minute time slot you were assigned when you booked your ride.

## Keep in mind

**You may bring groceries and other purchases on board paratransit vehicles. However, the following conditions apply:**

- You must carry your bags yourself (drivers cannot carry them for you).
- You must hold your bags securely in your lap throughout the ride, making sure they don't take up the space reserved for other paratransit users.
- Shopping carts are not allowed on board paratransit vehicles.
- The trunk is for mobility aids only.

**If you're using a three- or four-wheel scooter, a wheeled base, a transport wheelchair or a wheelchair without anchor points:**

You must be able to transfer over to the vehicle seat without assistance.

**Statutory holidays and Christmas break:**

Visit our website at [STLaval.ca/public-holidays](https://STLaval.ca/public-holidays) or call our Customer Contact Centre at 450-688-6520 to check what schedules apply.

**Mobility aid size restrictions:**

- Minibus: 137.16 cm (54 in.) overall length and 83 cm (33 in.) total width. The weight of your mobility device combined with yours must not exceed 363 kg (800 lb.)
- Taxi: 137.16 cm (54 in.) overall length and 76.2 cm (30 in.) total width.

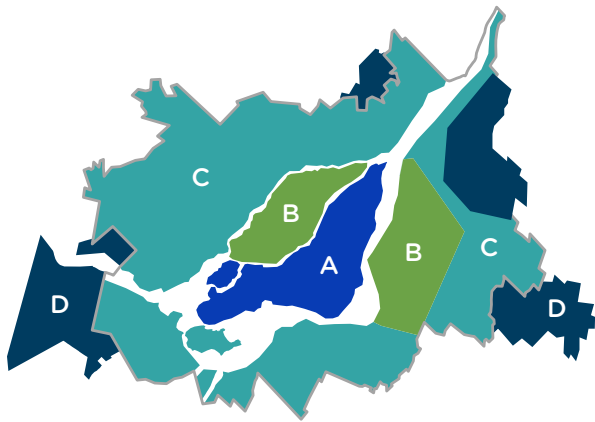
**Tipping is not allowed.**



To learn more, visit our Paratransit page at:  
[STLaval.ca/info-paratransit](https://STLaval.ca/info-paratransit)



# Service area



Our paratransit service covers fare zones **A, B, and C** within ARTM (Autorité régionale de transport métropolitain) limits.

- A** Agglomeration of Montreal
- B** Agglomerations of Longueuil and Laval
- C** North and South Shores
- D** Outside the ARTM's territory

Your destination	Booking notice period	Minimum wait times between drop-off and pickup	Same-day trip changes
Laval – Zone B	5 p.m. the day before*	30 minutes	Contact the Reservations Centre at least 2 hours before your scheduled pickup time.
Montreal – Centre (Zone A)	5 p.m. the day before*	60 minutes	
Montreal – Outer limits (Zone A)	At least 3 days in advance	120 minutes	
North and South Shores (Zone C)	At least 3 days in advance	120 minutes	

\* Same-day bookings accepted only for medical emergencies in Laval and Montreal-Centre subject to seat availability. On-call returns allowed in certain situations.

## Call the Reservations Centre at 450-973-3111

<b>To book a ride</b>	Monday to Friday: 6:30 a.m. to 5 p.m. Saturday and Sunday: 8 a.m. to 5 p.m. Provide the following information: <ul style="list-style-type: none"> <li>– Customer number</li> <li>– Date of travel</li> <li>– Exact address of the pickup and drop-off location</li> <li>– Preferred time of arrival at drop-off location</li> <li>– Planned return time</li> <li>– Type of mobility aid you are using</li> <li>– Intent to travel with an attendant, a guide dog or a service dog</li> </ul>
<b>To reschedule or cancel a ride</b>	Monday to Friday: 6:30 a.m. to 5 p.m. Friday: 6:30 a.m. to midnight • Saturday: 8 a.m. to midnight Sunday: 8 a.m. to 11 p.m. <b>Call at least 2 hours prior to the scheduled boarding time.</b>
<b>To inquire about a ride</b> (to get updates in the event of delays or check the status of your booking)	Monday to Thursday: 6:30 a.m. to 11 p.m. • Friday: 6:30 a.m. to midnight • Saturday: 8 a.m. to midnight • Dimanche : 8 h à 23 h
<b>To report a lost item</b>	Monday to Thursday: 6:30 a.m. to 11 p.m. Friday: 6:30 a.m. to midnight • Saturday: 8 a.m. to midnight Sunday: 8 a.m. to 11 p.m.

## Call our Customer Contact Centre at 450-688-6520

<b>To learn more about or provide feedback on our services and to submit any complaints or administrative requests</b>	Monday to Friday: 6:30 a.m. to 8 p.m. Saturday and Sunday: 8 a.m. to 5 p.m.
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Want to learn more about fares, payment methods or other topics?  
Visit [STLaval.ca/paratransit-guide](http://STLaval.ca/paratransit-guide)  
or scan this QR code to access the **STL User Guide**.