

# Welcome and thank you for using the STL paratransit service



## Booking your trip

Call us at 450-973-3111 (option 1)

Our lines are open 7 days a week,  
from 8:00 a.m. to 7:00 p.m.

Have the following information ready:

- Your customer number (starts with 3)
- The exact starting address and destination address, including pickup and drop-off locations
- Your desired arrival and return times

Online booking at

[montransportadapte.stm.info](http://montransportadapte.stm.info)

from 8:00 a.m. to 9:00 p.m.



## Service area

The STL's paratransit service covers zones A, B, and C within the Greater Metropolitan Area. Here are the booking windows based on your destination.

Your destination	Booking window by phone	Booking window online
Laval (zone B) and Montreal (zone A)	Book 7 days in advance, up to 7:00 p.m. the day before travel.	Book 7 days in advance, up to 9:00 p.m. the day before travel.
Longueuil (Zone B) and North and South Shores (Zone C)	Book 7 days in advance, up to 12:00 p.m. the day before travel.	Book 7 days in advance, up to 9:00 p.m. the day before travel.



## Paratransit service hours

**Sunday to Thursday:** First pickup: 6 a.m. Last drop-off: 12:30 a.m.

**Friday and Saturday:** First pickup: 6 a.m. Last drop-off: 1:30 a.m.



## Cancelling or changing your trip

Call us at 450-973-3111 (option 2)

Monday to Thursday and statutory holidays: 5:00 a.m. to 1:00 a.m.

Saturday: 5:30 a.m. to 2:00 a.m.

Friday: 5:00 a.m. to 2:00 a.m.

Sunday: 5:30 a.m. to 1:00 a.m.

Cancellations are accepted **up to 2 hours before the scheduled pickup**. Frequent cancellations may result in restrictions.

Same-day changes to return times are possible **for medical appointments, court appearances or trips to the airport only**. You must request the change **at least 60 minutes before your scheduled return time**. We will do our best to accommodate your request based on vehicle availability.



## How the service works

- You may share the vehicle with other passengers throughout your trip.
- Drivers will provide assistance from the accessible door at your pickup location to the accessible door at your drop-off location.
- Make sure you are ready at the beginning of the 30-minute time slot you were assigned when you booked your ride. If you live in a multi-unit building, you must wait for the driver in the lobby.
- Drop-off and pickup times must be at least 30 minutes apart for trips within Laval and Montreal, and 120 minutes apart for trips to Longueuil and the North and South Shores.



## Mobility devices

Once you board the vehicle, you can remain seated in your manual or powered wheelchair, provided it is equipped with a compliant four-point tie-down system and the owner's manual doesn't warn against it.

If you use a three-wheeled or four-wheeled scooter, you will need to transfer to a seat.

If you are unable to transfer and your mobility device does not meet our safety requirements, be sure to bring a device that complies with regulations and is suitable for your needs so you can use our paratransit service (refer to the *Paratransit Service User Guide* for size restrictions).



## Keep in mind

- The trunk is for mobility devices only.
- Tipping is not allowed.
- You may bring shopping bags or bags of groceries on board provided that you can:
  - Carry your bags yourself (drivers cannot carry them for you).
  - Hold your bags securely in your lap throughout your ride or place them safely at your feet.



## Questions, complaints, comments, and requests

**Customer Contact Centre: 450-688-6520**

### Hours:

Monday to Friday: 7:00 a.m. to 7:00 p.m.

Saturday, Sunday, and statutory holidays: 8:00 a.m. to 5:00 p.m.



Have questions about fares, payment methods, or anything else? Check out the complete *Paratransit Service User Guide* at [stlaval.ca/paratransit-guide](http://stlaval.ca/paratransit-guide) or scan this QR code.