

Extended holiday hours

Once again this year, we're offering extended hours of operation for the holiday season. When booking your trips, please note the changes to our normal hours for the following dates:

- Night of December 24 to 25: All-night service
- Night of December 25 to 26: Service until 4 a.m. on December 26
- Night of December 31 to January 1: All-night service
- Night of January 1 to 2: Service until 4 a.m. on January 2



Happy holidays!



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.



Extended hours

Except for line **5** blue

 Usual rate

December 31

If you can use the **métro network** and would like to do so on the **night of December 31**, note that lines 1 – Green, 2 – Orange, and 4 – Yellow will be running for extended hours on a special event schedule (at the usual rate).

Last-train times will vary by métro station. For schedules, go to stm.info/newyears

TRANSPORT

CONTACT



In this issue:

- Lost and found for paratransit vehicles
- Don't be surprised when we walk you to the door
- Need to cancel a trip? Do it early.
- Extended holiday hours



Lost and found for paratransit vehicles

When you misplace an item that's essential to your everyday life, we understand how important it is to get it back quickly.

That's why we're taking steps to identify priority items in our lost-and-found process, so they can be returned to their owners as quickly as possible.

Continued on page 2



Courrier Poste Publication Numéro de convention 40015715

Newsletter for
Transport adapté
customers

- WINTER -

2024-2025

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



What are priority items?

- Mobility aids
- Medication
- Phones, computers and tablets
- Prescription glasses and hearing aids
- Keys
- ID

What happens when a priority item is found?

If a priority item is found on the same day, our control room checks to see where the vehicle is. If it's not too far out of the way of their planned stops, the driver may return the item to its owner.

Otherwise, our control room contacts the owner to let them know their item has been found and figure out a way for them to pick it up from our lost and found counter at Berri-UQAM station within 10 business days.



Don't be surprised when we walk you to the door

It's standard procedure!

Our drivers are required to accompany all customers to the door of their destination.

Paratransit service is about more than just getting in and out of the vehicle.

It also includes:

- Walking you from the door of your pick-up location to the vehicle and helping you get in (see box below)
- Driving you to your destination
- Helping you get out of the vehicle
- Walking you to the door of your drop-off location

Why this matters

This procedure is for your safety. Our drivers need to be absolutely certain that you've made it to the door of your destination.

So please don't think they're being intrusive. It's part of their job and is not a valid reason to file a complaint.

Need to cancel a trip? Do it early.

Really, really early!

Did you know? You can call us to cancel a same-day trip as early as:

- 5 a.m. on weekdays
- 5:30 a.m. on weekends

It's much better to call us as early as possible than to cancel at the last minute. It helps everyone, because if we know about your cancellation early enough, we can redirect our vehicles and accept more trips.

How to make an early-morning trip cancellation:

Call **514-280-8211, option 2, then option 1**

You don't need to wait for our call centre to open at 8 a.m.

You can also cancel your trip at any time using our online booking site via www.stm.info/ta



Winter's here!

Make sure there's a clear path from street to door at:

- Your starting location
- Your destination

Both you and your driver need to be able to get from one to the other easily. It helps prevent injuries for everyone!