



# USER GUIDE

## PARATRANSIT SERVICE



# MY INFORMATION

**My STL client no :** \_\_\_\_\_

**My automated Internet services access code :** \_\_\_\_\_

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

(I will notify the STL's Paratransit Service of any new OPUS card numbers and register my OPUS card to protect myself against loss, theft or breakage).

# MY VIRTUAL PASS

Last cheque sent to the STL on : \_\_\_\_\_

The latest update of the User Guide may be downloaded from the STL's website ([stl.laval.qc.ca](http://stl.laval.qc.ca)).

The User Guide is also available in alternate format : **an audio version on CD or the Internet.**

To obtain the User Guide in an alternate format, please send a request :

- by email : [transportadapte@stl.laval.qc.ca](mailto:transportadapte@stl.laval.qc.ca)
- by phone : **450 662-8356**

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# At your service

The Société de transport de Laval's goal is simple and straightforward : providing you with the best transportation experience possible. We have produced this **User Guide** to help you travel with confidence and feel at ease. It contains all the information you need to plan your trips and use paratransit. This guide is designed for you. Please read it attentively. It is a practical travel companion.



# 2 Our service

The STL's paratransit service is a door-to-door type of public transit that works by reservation. To provide you with the most efficient and effective service, the STL requires your participation in travel and it counts on the punctuality of each of its users. The STL works with taxis, accessible taxis and minibuses to provide its clients with paratransit services. The choice of transportation type is selected by the STL, taking into account its clients' limitations and the resources available.



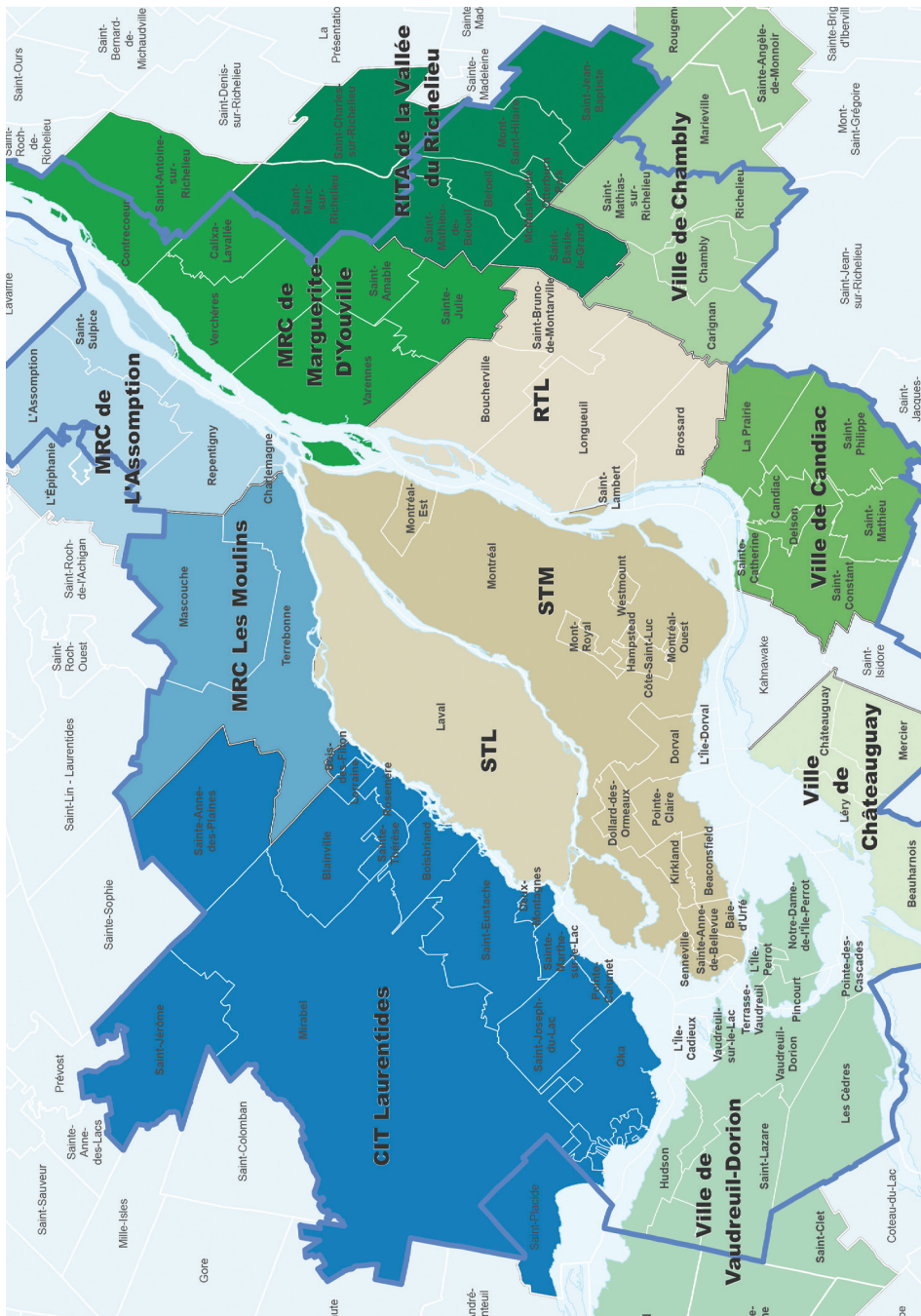
## Territory served

### 3.1 STL territory

The area served by the STL is the city of Laval.

### 3.2 AMT territory

Integrated paratransit service enables you to travel throughout the territory of the Agence métropolitaine de transport (AMT). Trips within this territory, excluding the STL's territory, are called "**metropolitan trips**".



# 4 General information

## 4.1 Types of transportation

### 4.1.1 Regular transportation

This involves repetitive transportation at fixed times and locations. You must reserve by **phone** at **least three (3) days in advance**.

However, for reservations made for busy destinations such as a school, day camp or structured activities, reservations should be made at least **two (2) weeks in advance** to provide us with adequate planning.

### 4.1.2 Occasional transportation

This involves non-regular transportation for a specific date. Please reserve by **phone** or by **Internet** between three (3) days in advance and by 5 p.m. the day before your trip.

### 4.1.3 Metropolitan transportation

Metropolitan paratransit is travel outside of Laval in the AMT's service area. You must reserve by **phone** at least **three (3) days in advance**. (see section 5.10).

### 4.1.4 Unauthorized transportation

Travels such as groups, schools and between establishments in the medical network to receive health care services are not authorized.

## 4.2 Hours of operation – Paratransit Service and Reservation Centre

Your requests can be made seven days a week according to the following schedule :

	First boarding	Last boarding
Monday - Thursday	6:30 a.m.	11 p.m.
Friday	6:30 a.m.	midnight
Saturday	8 a.m.	midnight
Sunday	8 a.m.	11 p.m.

Please note that the first boarding cannot be made before the time given on the schedule. Please take this into account when making your reservation.

## 4.3 Holidays

**The following days are statutory holidays :**

- New Year's Day
- Day after New Year
- Good Friday
- Easter
- Easter Monday
- Patriots' Day
- St-Jean Baptiste
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- Boxing Day
- New Year's Eve

**During statutory holidays and over the Holiday season (December 27-30), regular transportation is automatically cancelled** with the exception of travel for hemodialysis. If you would like to travel over this period, you must make a request.

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

Over the **Holiday season** (December 27-30), the regular schedule is in effect.

## 4.4 Service disruptions

The paratransit service may be temporarily disrupted due to weather conditions or other phenomena that have compromised road safety.

If the disruption occurs after you have left your home, we will do our best to ensure your safe return in as short a period as possible.

The STL will make an announcement to this effect on the Reservations Centre phone line **(450 973-3111)**.

You may also choose to have service disruption notices sent to you by email. To sign up for our mailing list, please send an email request to : **transportadapte@stl.laval.qc.ca**.

Given the volume of calls to process when there is a disruption of service, the Reservation Centre unfortunately can't personally communicate with each customer.





# PLANNING YOUR TRANSPORTATION

# 5

## 5.1. Delays and returned calls

	AMT Territory		
	Laval	Central Montréal*	All AMT except Central Montréal
<b>Regular reservation</b>			
3 days in advance	X	X	X
2 weeks in advance (school, day camp or structured activities...)	X	X	X
<b>Occasional reservations</b>			
3 days in advance and up until 5 p.m. the day before the trip	X	X	
3 days in advance			X
<b>Time between outbound and return transportation</b>			
30 minutes	X		
1 hour		X	
2 hours			X
<b>On-call return</b>	yes	yes	no

\*Central Montréal: Territory between Pie IX and Marcel-Laurin/Décarie boulevards to the river.

### Note

**Not respecting reservation delays may result in a refusal of your request.**

## 5.2 How to make a reservation



Contact the Reservation Centre

**BY PHONE : 450 973-3111**



**BY INTERNET : [stl.laval.qc.ca/ta](http://stl.laval.qc.ca/ta)**

Enter your **Client Number** and your **access code** in the appropriate boxes.

- Your client number can be found on your eligibility card.
- Your access code is made up of the month and year of your date of birth. For example, if you were born in February 1965, your access code would be 0265. You can customize your access code after you have logged in and opened your online file for the first time.

Our automated services on the Internet allow you to do the following:

1. Reserve occasional (non-regular) transportation;
2. Find out travel information (addresses, schedules, etc.);
3. Confirm time frame;
4. Cancel a trip.

**Note that you cannot make reservations for regular transportation or trip whose destination is outside of Laval territory by using the automated service on the Internet.**

You must contact the Reservation Centre by phone to make these types of reservations.

## 5.3 Information to provide in order to reserve transportation

In order to make it easier to handle your reservations, please provide us with the following information:

- **Your client number**
- **The type of transportation** you want (regular or occasional)
- **The date or the day of the week**
- **Exact departure and arrival addresses**, including access doors
- The **time of arrival** at your destination
- The **time of your return** (the time when you would like the driver to pick you up)
- **Mobility aid** that you will be using for your travel (wheelchair, walker, etc.)
- **Where applicable, the presence of :**
  - a travel companion ;
  - a guide dog or service dog ;
  - a second wheelchair

### Please note :

The time of arrival at your destination is the time of **arrival at the building's door**. Please consider arriving early if it will take you time to make your way from the door to the location of your appointment.

The reservation agent will ask you the purpose of your trip (medical, work, studies, leisure, etc.). This allows them to code and prioritize travel according to difficult road conditions (snow, freezing rain) and whether certain trips may need to be cancelled.

## 5.4 On-call return

When making your reservation, you must set your travel times in both directions.

When your return trip is **unknown**, such as in the case of a medical appointment, court appearance or for the repair of a wheelchair, you may request an on-call return trip. In these instances, please contact the Reservation Centre as soon as you are ready to return home. The agent will create your return trip. The agent may ask to call you back later to confirm the time that the vehicle will arrive to meet you.

Trips to the dentist or the optometrist however are not eligible for an on-call return as the duration of the visit is predictable.

When making an on-call return, please expect a reasonable waiting period while a vehicle is made available to you. **The return trip will only be made to the same address as the one given for the departure (unless there are special conditions).**

## 5.5 Same-day reservation modifications

A same day modification request may be considered if it is made **at least 1.5 hours** before the departure if the resources allow for it.

### Note :

Drivers are **not authorized** to modify an address or reservation time. You must make your modification request with the Reservation Centre.

## 5.6 Cancelling a reservation

If you would like to cancel a trip, please notify us at least 1.5 hours in advance so that the freed time slot may be attributed to another user.

**Please remember to cancel both the departure AND return trips if the entire trip is cancelled.**

## 5.7 No-show

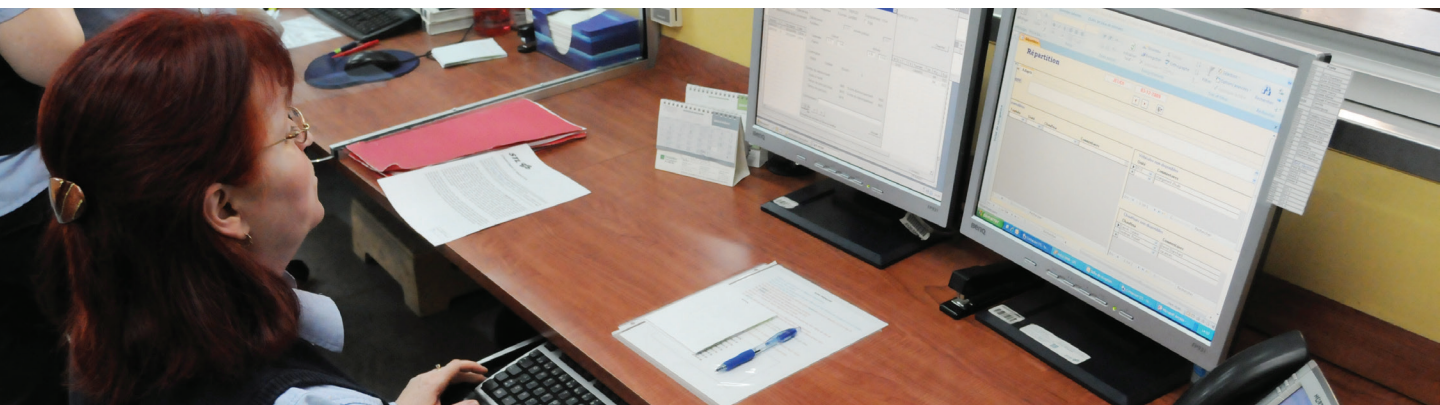
If you are absent for your departure trip, your return trip will be **automatically cancelled 30 minutes after your absence has been recorded**. To keep your reservation for your return trip, you **MUST** notify an agent at our Reservation Centre.

All requests to resend a vehicle following a no-show at the door will be processed according to current availability and may be refused.

Customers who are declared a no-show several times or who make frequent cancellations **may be subject to restrictive measures** regarding travel.

## 5.8 Same day reservations

We will only accept last-minute reservations in the case of transportation for **urgent medical reasons** and it will only be accepted if there is an empty seat in a vehicle.



## 5.9 Transportation to repair another wheelchair

If there is space available, you will be able to bring an empty wheelchair to have it repaired but it must be mentioned when making the reservation. In this case, please make sure the second wheelchair is at the door as the driver may not enter your residence to collect it. You must also take into account that the driver will leave the second wheelchair at the door of your destination. We recommend having a travel companion in this instance.

Wheelchairs will not be transported without a client to accompany them.

## 5.10 Metropolitan trips

The metropolitan paratransit service can take you anywhere in the AMT service area ([amt.qc.ca](http://amt.qc.ca)). The STL provides service using a fleet of taxis and minibuses. A request for metropolitan paratransit may be refused due to a lack of resources.

### 5.10.1 How to register?

You will be automatically registered following your first request for a metropolitan trip.

In order to process your **first request** for a metropolitan trip, we may require you to submit a duly completed **Personal information consent form**. This will allow us to plan your transportation with the other transit authorities.

The form is available from Paratransit Service which can be reached at **450 662-8356** or visit our website at **stl.laval.qc.ca** (click *Paratransit Service*, and then *Territories served*).



### 5.10.2 With or without a transfer?

When you travel outside of Laval, the STL may provide the transportation itself or it may call upon another transit authority to do part of the trip. This may mean that your trip requires a transfer. In this case, the STL will transport you up to a transfer point that will be identified beforehand, and from there, a second transit authority (the RTL or the STM, for example) will take you to your final destination. Moreover, since transportation on the regular network is more and more accessible, this might be taken into consideration in planning your trips.

# 6

## Companions

### 6.1 Companion on PARATRANSIT network

You may travel with a companion if you have been **pre-authorized to do so by the STL's eligibility committee** ([mtq.gouv.qc.ca](http://mtq.gouv.qc.ca) - click Usagers and then Transport adapté – in French only).

- a. The companion cannot travel without you.
- b. The companion must get on and off at the same location as you do.
- c. When making your reservation, you must mention that you will be travelling with a companion for mobility assistance otherwise it could be refused.
- d. Aside from certain exceptions, your companion must pay his own fare.

## 6.2 Companion on REGULAR public transit network

Admission to the paratransit service automatically makes you eligible to use a travel companion for free on the **regular service network**.

You must present your paratransit eligibility card to the STL bus driver and pay your fare. Your travel companion's fare will then be free.

# 7

## Local and metropolitan fares

Fares can be paid according to the following :

### Travel in Laval :

- **1 ticket (paper paratransit ticket)**
- **1 x cash payment**
- **Laval monthly pass on OPUS card**
- **Virtual pass**

### Metropolitan travel :

- **2 tickets (paper paratransit tickets)**
- **2 x cash payment**
- **Monthly Laval pass on OPUS card + 1 ticket or 1 cash payment**
- **Monthly regional pass on OPUS card (depending on the area)**
- **Virtual pass**
- **1 x STL fare (ticket, cash, or Laval monthly pass) + the fare of the other transit authority (when transferring to another network)**

You must pay your fare each time you get onboard in the compliance with the effective regulations otherwise your transportation may be refused.

If you do not pay your fare, you may be fined in accordance with the **STL's CA-14 BYLAW** (to know more, visit [stl.laval.qc.ca](http://stl.laval.qc.ca)).

## 7.1 Paper paratransit tickets

Only valid on the paratransit network and available at all points of sale.



## 7.2 Cash fare

You must pay the **exact fare**, as **the driver doesn't give change**.

## 7.3 Monthly pass on OPUS card

You must load your monthly pass with fares before **getting onboard for the first time in the current month**. We recommend loading your pass with fares at least 3 days before the end of the month to ensure the information is up to date on the various systems and with the driver.



### 7.3.1 Protect your OPUS card

To protect your OPUS card in the case of loss, damage or theft, ask for it to be REGISTERED. Registration will allow you to recover the valid fares loaded on your OPUS card at the time of the incident. It's FREE!

To obtain the form, phone the Paratransit Service at **450 662-8356** or visit our website at **stl.laval.qc.ca** (click on *Paratransit service* and then *Protect your OPUS card*). Send us the duly filled form by fax to **450 662-8376** or by mail.

#### IMPORTANT

Remember to notify the Paratransit Service of your new OPUS card number (450 662-8356).

## 7.4 VIRTUAL monthly pass

If you **ONLY** use the **paratransit service** and you travel regularly, a monthly virtual pass is the most appropriate choice for you.

**With a virtual pass, you travel without ever showing proof of valid fare.** To pay for your for monthly pass, send a cheque by mail to the STL. When we receive your payment, we will notify the drivers that you have paid your fares for the month in question.

### 7.4.1 How to register for the monthly virtual pass?

- Prepare a cheque for the current price of the pass and dated on the first day of the month for which you want a pass ;
- Make the cheque payable to the Société de transport de Laval ;
- Provide your name, file number and full address **on the front** of the cheque ;
- Mail the cheque to the following address :

**Société de transport de Laval**

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

Your cheque must have been received by the STL before the 1<sup>st</sup> of the month or you will be required to pay until we have received it.

To make it easier, you may send us a series of cheques for several months of subscriptions. In that case, each cheque must be dated on the 1<sup>st</sup> day of each month for which you want a pass. If you change your mind and cancel your subscription, your cheque will be returned to you.

## 7.5 Points of sale - Tickets and monthly passes

To find the point of sale closest to you, you can :

- Check our website at **stl.laval.qc.ca** (click Tarification and then Points of sale) ;
- Phone the STL's Customer Contact Centre at **450 688-6520** ;
- Phone the STL's Paratransit Service at **450 662-8356**.



# On-time performance and pick-up

# 8

When you reserve transportation, we confirm your pick-up, within a **30 minutes time frame.**

## IMPORTANT

Take care to make a written note of the following information :

- The starting and ending dates for regular transportation ;
- The time frames we have specified ;
- The locations where you will be picked up and left off.

We agree to honour the time frame we have confirmed with you unless the unforeseen occurs.

## 8.1 Automated call services

Once registered, you will be automatically subscribed to an automated calling service. You may unsubscribe to one or both services simply by calling us.

### 8.1.1 Automated calling reminder service the eve before your scheduled trips

If you are subscribed to our service, we will call your residence between 6 p.m. and 9 p.m. the evening to remind you of your travel reservation.

### 8.1.2 Imminent arrival calling service

If you are subscribed to our service, we will call you within the 30 minutes time frame to notify you of the imminent arrival of the vehicle.

The purpose of this call is to reassure you that you have not been forgotten. However, it is possible that you will not receive a call which is why it **is important to be ready to board the vehicle at the beginning of your travel time slot.**

Following your reminder call, if an event beyond our control delays the vehicle, no call will be made.

## 8.2 Late arrival of a vehicle

If the confirmed time frame has passed and no vehicle has come to pick you up, contact the Reservations Centre to report **the late arrival of a vehicle.**

## 8.3 Boarding

### 8.3.1 Prior to boarding

Parents or helpers must ensure that the user is in a state where they can travel safely. Passengers cannot be forced to board a vehicle if they refuse or if they are aggressive ; it puts the person travelling, the driver and the other passengers at risk. In this instance, if a helper still wants the person in question to travel, they will be required to find another means to do so other than by paratransit.



### 8.3.2 The driver's arrival

The driver will notify you of their arrival by ringing the doorbell. If you live in an apartment building, please wait in the lobby. If you are in a public place, please wait at the boarding area given in your reservation.

### 8.3.3 The driver's assistance

The driver helps you as you board and get off his vehicle. You can count on him to help you :

- Cover the distance between the vehicle and the door to the building ;
- Get into and out of the vehicle ;
- Store your mobility aid in the vehicle trunk ;
- Cross the threshold of the door at your point of departure and arrival.

Please note that the driver doesn't have authorization to take an elevator or stairway to go and get you or to take you to your floor. Nor is he authorized to wait for you or change your reservation.

You must be able to move from your wheelchair to the seat of the vehicle alone or with minimum assistance. If you can't manage to do so, please notify the Paratransit Service (450 662-8356).

Unfortunately the driver cannot help you to cross the threshold of a door with more than one step if you are in a wheelchair and there is no access ramp. You must do this yourself or with the assistance of someone other than the driver.

## 8.4 Location accessibility

The departure and destination locations must be accessible.

A ramp which is deemed to be unsafe may entail the cancellation of your trip. We might ask you to have the necessary corrective measures taken so that it meets safety requirements.

In winter, please ensure that the destination and departure locations are free of snow and are de-iced before the driver arrives to avoid the cancellation of the trip.

## 8.5 Eligibility card

For the purposes of identification, you must present your paratransit eligibility card.

# Your responsibilities

## 9.1 Mobility aid

Please take the following precautions with regard to your mobility aid :

- Make sure it is clean and in good working order ;
- Check whether it has any anchor points so that it can be secured to the floor of the vehicle ;
- Make sure its dimensions are not greater than those of the platform lift: 1372 mm (54 inches) long by 83 mm (33 inches) wide ;
- Make sure the weight of the mobility aid, combined with your own weight, isn't over 363 kg (800 lbs).

### Be careful...

Bags hanging from wheelchairs and three and four-wheeled scooters require space and they may hinder movement on the platform lift. Flags and other similar accessories are not allowed on mobility aids.

## 9.2 Three and four-wheeled scooters

If you use a three or four-wheeled scooter, we recommend that you :

- travel outside of peak hours ;
- plan for a set return time rather than on-call, in order to avoid too long a wait ;
- Once you have boarded the vehicle, you are REQUIRED to sit on the vehicle bench. You must be able to move to the vehicle's seat with no assistance.

## 9.3 Seatbelt

Wearing a seatbelt is mandatory for all travel. If you cannot fasten it yourself, it is the driver's duty to do so for you.

Wearing a seatbelt at chest level (also called a shoulder harness) is REQUIRED when travelling with a wheelchair.

Refusal to wear a seatbelt will entail the immediate cancellation of your travel.

Only people with a certificate of exemption for wearing a seatbelt issued by the Société de l'assurance automobile du Québec will be allowed an exemption. However, they are required to send a copy of the certificate, **beforehand**, to the STL's Paratransit Service.

## 9.4 Safe transportation of children

As stipulated in the Highway Safety Code, all children under 63 cm tall, when seated and travelling in a road vehicle other than a taxi, must sit in a seat adapted to their height and weight. Parents therefore can't travel with a child on their lap.

If you are travelling with your child, it is your responsibility to provide the appropriate seat for that child. This seat will be secured to the vehicle by the driver; however, you will have to place your child in that seat yourself. If you can't do so, you will have to count on someone else at your point of departure and destination.

When reserving, it is important to mention that you will be travelling with a child of less than 63 cm in a seated position.

## 9.5 Animals

### 9.5.1 Guide dog or service dog

Please specify that you will be travelling with a guide dog or service dog when reserving. In both minibuses and taxis, your dog must always wear its harness.





## 9.5.2 Pets

Companion pets are REQUIRED to travel in a closed cage or a carrying bag on your knees and be in compliance with the same rules that apply to baggage.

## 9.6 Luggage and shopping bags

Luggage and grocery and shopping bags are only allowed if they meet the following regulations :

- You can carry them yourself ;
- They do not take any additional space in the vehicle ;
- These items are well-secured or kept on your lap.

Shopping carts are not allowed on vehicles.

The driver may refuse transportation if the previously mentioned regulations are not respected or if the bags attached to the wheelchair hinder its handling or take up too much additional space. Your wheelchair may not be used as a baggage trolley.

**Have you thought about using a delivery service for your groceries and other purchases?**

## 10.1 Behaviour onboard the vehicle

Courtesy and respect are a must aboard paratransit vehicles, both among transit users and between these users and the driver.

It is prohibited to smoke, drink or eat aboard vehicles as well as engage in any activities that may be detrimental to the health or safety of the other transit users.

## 10.2 Transportation time

The transportation time for paratransit service is comparable to that on a regular bus, if you exclude the time spent getting on and off the vehicle. The total transportation time, however, is subject to the variable road and weather conditions or to any other situation beyond our control.

## 10.3 In case of accident

In the case of an accident during your transportation, the STL will do its utmost to contact your close relations. If you get injured while travelling with the STL, you must :

- notify the driver ;
- consult a doctor ;
- phone the Customer Contact Center at (450 688-6520) to report the incident ;
- contact the Société de l'assurance automobile du Québec (514 873-7620) to open a file.

## 10.4 Your file

### 10.4.1 Updating your file

You must notify the STL at (**450 662-8356**) of any modifications to your file :

- address
- phone number
- functional limitations
- mobility aid (wheelchair, cane, walker, etc.)
- companion's assistance

## 10.4.2 Moving?

Please notify us in advance of your new address and the date you will be moving so that we can reprogram your future transportation accordingly.

**Are you moving outside of Laval?** We will be able to transfer your file to the appropriate paratransit service upon written request from you. For more information, phone us at 450 662-8356 or write to us at [transportadapte@stl.laval.qc.ca](mailto:transportadapte@stl.laval.qc.ca).

### **If you haven't used paratransit in 2 years**

Note that your file will be automatically deactivated. To reactivate it, please contact the STL at 450 662-8356.

## 10.5 Visitors

The STL can accommodate a visiting transit user, if that person is registered for paratransit service elsewhere in Québec.

Depending on the availability of resources, an unsubscribed visitor who has not signed up for paratransit or who is a resident outside of Québec may use our services on the condition that person use a wheelchair for travel.

Please contact the STL at 450 662-8356 if you would like more information.

## 10.6 Tips

Paratransit is a public service; tips are not required.

## 10.7 Lost objects

Contact the Reservation Centre (450 973-3111), who will try to help you recover any lost objects. There may be costs involved.

# 11

## Comments and penalties

### 11.1 Comments

Your comments are important to us. They are the main source of information for improving our services. Don't hesitate to give us your suggestions and inform us of your concerns by phone at 450 688-6520 or by email at **[transportadapte@stl.laval.qc.ca](mailto:transportadapte@stl.laval.qc.ca)**.

### 11.2 Penalties

Repetitive abuse of the regulations found in this guide may result in restrictive measures including revoking a transit user's transportation. Because we understand that exceptional circumstances do occasionally occur, we carefully analyse each situation before imposing any restrictions.

The regulations given in this User Guide  
may be modified without notice.

The STL wishes to thank ALTA for its collaboration  
in updating this guide.

Written and published by:  
Société de transport de Laval (STL), December 2014

# TO CONTACT US

## **Reservation Centre**

**450 973-3111**

Reservations, cancellations or confirmation of transportation and to report a late vehicle

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## **Comments**

**450 688-6520**

Monday - Friday from: 6:30 a.m. - 8 p.m.

Saturday, Sunday and holidays : 8 a.m. - 12 a.m. & 1 p.m. - 5 p.m.

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## **Information, eligibility and updating files**

**450 662-8356**

You have information to give us and the phone isn't the most practical method for you? You may do so :

**By fax :**                      **450 662-8376**

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

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

