

THE STM'S UNIVERSAL ACCESSIBILITY POLICY

The STM wishes to minimize the barriers to the use of its bus and metro system to all of its customers, including clients with functional limitations, while continuing to offer a high quality paratransit service.

A more accessible bus and metro system favours the independence and contributes to the social inclusion of persons with functional limitations.

The STM is more and more improving the access to disabled persons: 150 bus routes are accessible to wheelchair users.

Seven metro stations along the Orange line are now equipped with elevators (Henri-Bourassa, Côte-Vertu, Lionel-Groulx, Berri-UQAM, Cartier, de la Concorde and Montmorency).

WELCOME ABOARD THE LOW-FLOOR BUS

As of 2009, the ramp for clients in wheelchairs is located at the front door on the new buses including the articulated buses.

Thus, the STM low-floor buses either have a ramp at the front door or at the rear door.



FRONT DOOR RAMP

The bus arrives at the stop...

➤ Boarding procedure

To find out if the arriving bus has a ramp at the front, look for the signs posted next to the doors.

A universal wheelchair symbol on the left side of the front door means that the ramp is at the front.



On the right side of the rear door, another sign points to the access ramp at the front of the bus.



Inside, the area reserved for wheelchair users is in the middle of the bus. The area is clearly identified by signs.

Aboard buses with a ramp at the front, **clients in a wheelchair have priority**, meaning they board before other transit users waiting at the bus stop.

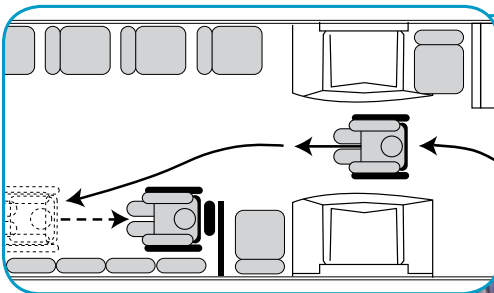
For your safety, you must wait until the ramp is fully extended to the sidewalk before starting to board.

Once inside, pay your fare with the driver – remember to keep your proof of payment until the end of your trip – and position your wheelchair in the reserved area.

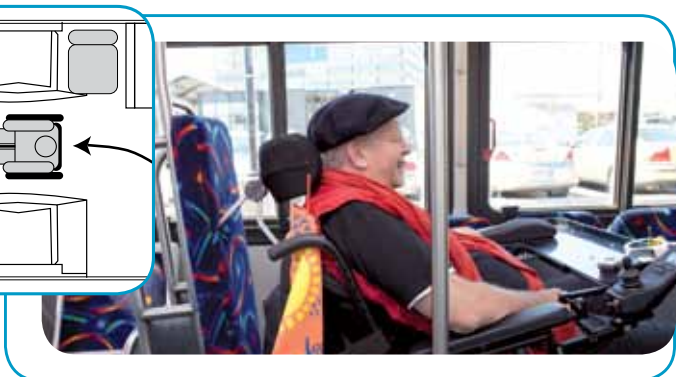
For your safety, refer to the illustration below: position your wheelchair so that you are facing the back of the bus, and back up against the padded cushion. **Do not position your wheelchair in any other way.**

A driver is sometimes forced to make abrupt manoeuvres because of traffic. Make sure that you apply the brakes on your wheelchair before the bus leaves the stop.

If your wheelchair is equipped with a seatbelt, we recommend that you use it.



POSITIONING
PROCEDURE



You've reached your destination...

➤ Exit procedure

Push the stop button on the underside of the folding seat.

For your safety, if it is not possible to extend the ramp at the stop you requested, the driver will invite you to exit at the next accessible bus stop.

Once the bus has come to a full stop and passengers have exited the bus, position your wheelchair facing the front door.

The driver will lower the front of the bus and extend the front ramp.



REAR DOOR RAMP

The bus arrives at the stop...

➤ Boarding procedure

A universal wheelchair symbol on the right side of the rear door means that the ramp is at the rear of the bus.

The area reserved for wheelchair users is next to the rear door and is clearly identified by signs.

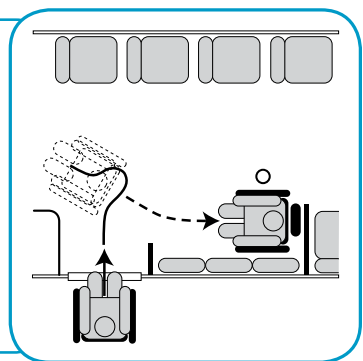


For your safety, the driver will wait until the other passengers have exited the bus before extending the ramp. **You must wait until the ramp is fully extended before starting to board.**

Once inside, you must wait until the rear doors are completely closed before backing up and positioning your wheelchair in the reserved area.

You must show a valid transit fare when requested for fare control. If you do not have an OPUS card, you must pay your fare by mail. You can obtain payment envelopes by calling Customer Service 514 786-4636 (options 4 and 1).

For your safety, **position your wheelchair so that you are facing the back of the bus**, backing up against the padded cushion. **Do not position your wheelchair in any other way.**



A driver is sometimes forced to make abrupt manoeuvres because of traffic. **Make sure that you apply the brakes on your wheelchair before the bus leaves the stop.** If your wheelchair is equipped with a seatbelt, we recommend that you use it.

You've reached your destination...

➤ Exit procedure

Push the stop button on the underside of the folding seat. For your safety, if it is not possible to extend the ramp at your requested stop, the driver will invite you to exit at the next accessible bus stop.

Once the bus has come to a full stop and passengers have exited, position your wheelchair facing the rear door.

The driver will lower the bus, if needed, extend the ramp and then open the doors.



IS THERE A PROBLEM?

As soon as a problem arises, the driver will inform the bus coordination centre and follow given instructions. If needed, day or night, a supervisor will head for the bus stop or terminus.

➤ For wheelchair passengers aboard the bus

If there is a mechanical problem with the bus, the driver will ask passengers to take the next one. Until then, the driver will allow passengers to remain inside the bus.

The supervisor on hand will make sure that you can take the next bus, otherwise, he will escort you to a safe location.

➤ For wheelchair passengers waiting at a bus stop

The driver will inform waiting passengers that service is disrupted and then inform the bus coordination centre.

A supervisor is dispatched as quickly as possible to assess the situation. Afterwards, he will tell you how to proceed.

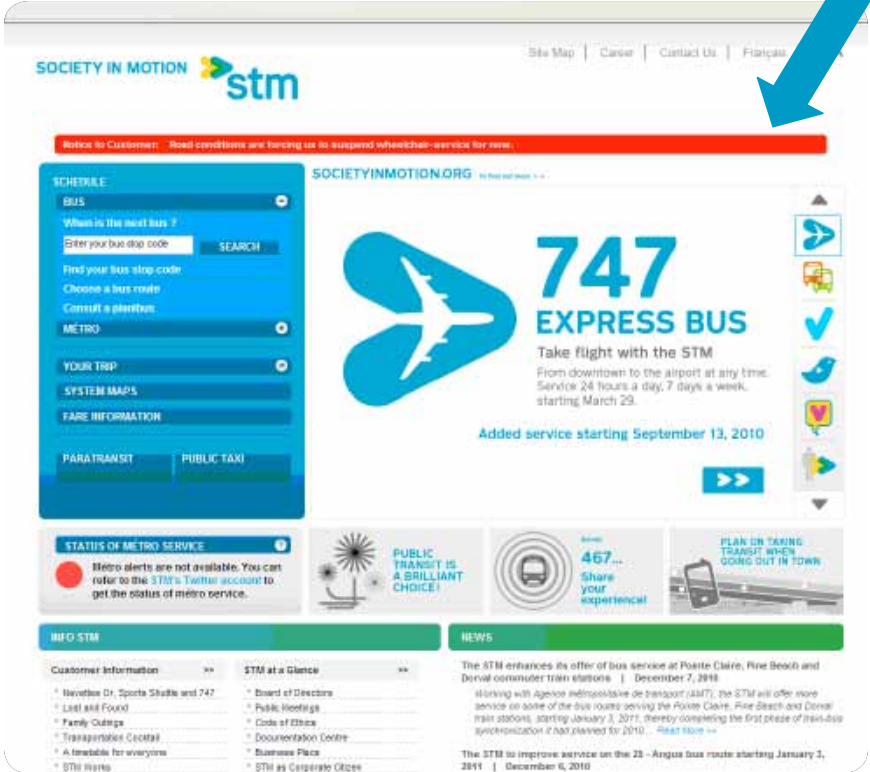
A FEW QUESTIONS...

Is this service provided in winter?

Service is provided throughout the year. However, it could be suspended a few days because of accumulated snow.

To be well informed, listen for messages in the section reserved for wheelchair passengers by calling A-U-T-O-B-U-S (514 288-6287) and choosing options 1 and 3. Such information is also sent to RUTA de Montréal, who is responsible for forwarding the information to other agencies in the disabled community.

During snowstorms, get more information at www.stm.info. A message will appear in the red web banner at the top of the STM website's homepage when wheelchair-accessible bus service is suspended throughout the bus network during snowstorm conditions. Wheelchair-accessible service has been restored if the message no longer appears.

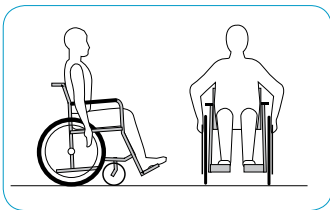


Is this service provided aboard all low-floor buses?

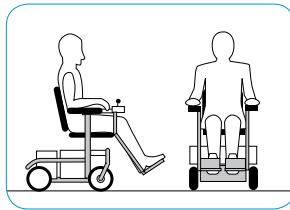
Yes, all low-floor vehicles on accessible routes can offer this service to passengers in a wheelchair.

Are all types of wheelchairs accepted aboard buses?

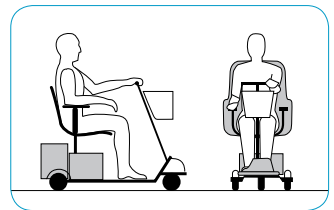
Manual wheelchairs, motorized wheelchairs, three-wheeled scooters and four-wheeled scooters are accepted if their outside dimensions do not exceed 117 cm (46 inches) in length and 66 cm (26 inches) in width. However, wheelchairs equipped with a large saddlebag at the back can be a problem.



MANUAL
WHEELCHAIR



MOTORIZED
WHEELCHAIR



THREE-WHEELED
SCOOTER

Which bus routes offer this service?

Some 150 of the network's bus routes provide accessible service to persons with limited mobility using a wheelchair. The times at which an accessible bus is expected to arrive at a given bus stop are marked with an * on Planibus timetables.

The following 37 bus routes are not accessible to wheelchairs:

25, 66, 74, 76, 109, 112, 116, 123, 126, 135, 175, 178, 188, 196, 200, 204, 205, 207, 209, 212, 213, 216, 217, 218, 219, 401, 407, 409, 419, 439, 440, 460, 468, 469, 496, 715 et 935.