

# FARE MITIGATION MEASURE FOR USERS OF THE EXO6 DEUX-MONTAGNES TRAIN LINE – FROM JANUARY 2020

## TERMS AND ELIGIBILITY REQUIREMENTS

*Amended version of July 1, 2023*

### 1. General Description of the Fare Mitigation Measure

A fare mitigation measure is being offered by the Autorité régionale de transport métropolitain (the “ARTM”) to exo6 Deux-Montagnes train users who reside in the catchment area for the line and experience a decrease in service due to work on the Réseau express métropolitain (the “REM”) and who registered for the 2018–2019<sup>1</sup> fare mitigation measure by **September 8, 2019**.

In the interest of fairness for all transit users in the Greater Montréal area, the base fare was established based on the cost of the “All Modes A” monthly pass, i.e. \$97.00 for the regular rate and \$58.00 for student and reduced-rate passes. The fare mitigation measure shall in no case be applied if it reduces the fare below the established limits set for each month.

#### **1.1. Free Rail Shuttle – offer expired, offered until December 31, 2020**

exo6 Deux-Montagnes train users may travel for free on the rail shuttle between the Deux-Montagnes and Bois-Franc train stations.

#### **1.2. Free 964 Shuttle – offer expired, offered until December 31, 2020**

exo6 Deux-Montagnes train users may travel for free on the 964 shuttle bus from Bois-Franc train station to Côte-Vertu metro station.

#### **1.3. Up to Five (5) Months of Free Transit – offer expired, offered only during 2020**

Users of the exo6 Deux-Montagnes line who signed up for the 2018–2019 fare mitigation measure by September 8, 2019, and are OPUS+ or OPUS+ entreprise subscribers or who duly subscribe may obtain up to five (5) free months of transit in 2020 followed by a reduced monthly fare of \$88.50 (regular rate) or \$53.00 (student and reduced rate). These rates will be indexed to \$90.50 and \$54.00, respectively, effective July 1, 2021, to \$94.00 and \$56.50 on July 1, 2022, then to \$97.00 and \$58.00 on July 1, 2023. These users may also use STM services (bus and metro) on the island of Montréal.

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<sup>1</sup> The 2018–2019 fare mitigation measure entitled eligible users to a fare discount of up to 30% off the price of a monthly TRAIN or TRAM pass.

## 2. Terms of the Fare Mitigation Measures

This fare mitigation offer is restricted to users of the exo6 Deux-Montagnes line who reside in the catchment area for the line and signed up for the 2018–2019 fare mitigation measure by September 8, 2019. Participation in the OPUS+ or OPUS+ entreprise subscription program is required.

### 2.1 Up to Five (5) Months of Free Transit – offer expired, offered only during 2020

- To obtain the months of free transit followed by the reduced monthly rate of \$88.50 (regular rate) or \$53.00 (student and reduced rate), users must be eligible OPUS+ or OPUS+ entreprise subscribers. These rates will be indexed to \$90.50 and \$54.00, respectively, effective July 1, 2021, to \$94.00 and \$56.50 on July 1, 2022, then to \$97.00 and \$58.00 on July 1, 2023.
  - Users who register by December 10, 2019, obtain the months of January to May 2020 for free.
  - Users registering between December 11, 2019, and July 10, 2020, also obtain five (5) free months (applicable based on the month of registering for the fare mitigation measure).
- For users who subscribe on or after July 11, 2020, the number of free months will be reduced by one per month until November 10, 2020.

Duration of participation in fare mitigation measure	Number of free months offered	Free period
Between July 11 and August 10, 2020	4 months	September–December 2020
Between August 11 and September 10, 2020	3 months	October–December 2020
Between September 11 and October 10, 2020	2 months	November–December 2020
Between October 11 and November 10, 2020	1 month	December 2020
After November 10, 2020	None	None

- Users who subscribe to OPUS+ or OPUS+ entreprise for the first time must create a [customer account](#) on the [exo website](#).
- Users must provide the following information: full name, mailing address, date of birth and payment information.
- Duly registered users will receive an email confirming their membership. A new OPUS card will be mailed to them around the 20th day of the month before it takes effect.
- Users subscribing to OPUS+ or OPUS+ entreprise will enjoy [numerous benefits](#).

### Details for Users Who Already Subscribe to OPUS+ or OPUS+ entreprise

- Users who are already subscribers and wish to take advantage of the five (5) free months and the reduced monthly rate for subsequent months must modify their current fare option by logging on to their [customer account](#) on the [exo website](#). Users will receive an email confirming the fare modification and a new OPUS card will be mailed to them for the month in which the fare modification takes effect.

- During the period of free months offered under this fare mitigation measure, the monthly payment timer used to calculate the 12th free month in the OPUS+ programs will be suspended. The timer will begin again the following month.

### **Information for residents of Laval, Montréal East and Montréal West (former zone 3)**

Due to the alternative transit measures offered in these areas, users of the exo6 Deux-Montagnes line who are eligible for this fare mitigation measure and reside in the sectors of Laval, Montréal East and Montréal West (former zone 3) will automatically be offered a TRAMREM pass for the price of \$88.50 (regular rate) or \$53.00 (student or reduced rate) so that they can take advantage of the interim measures in place for providing transit access to downtown Montréal. These rates will be indexed to \$90.50 and \$54.00, respectively, effective July 1, 2021, to \$94.00 and \$56.50 on July 1, 2022, then to \$97.00 and \$58.00 on July 1, 2023.

Eligible subscribers who have already registered for this fare mitigation measure and have an MTLREM pass providing access solely to the network on the island of Montréal will be eligible for the TRAMREM pass. Their subscription will be automatically converted to this new transit pass without any action required on their part. A new OPUS card will be mailed to them around October 20 for use starting in November 2020.

Residents of these sectors who registered for the 2018–2019 fare mitigation measure who want to take advantage of the above fare mitigation offer will have to subscribe to OPUS+ or OPUS+ entreprise in accordance with the rules in place.

### **Notice to Users**

- The OPUS card is not transferable and will be systematically registered in the OPUS system by an authorized agent with the name of the user who is registered for the fare mitigation measure.
- Providing false information in order to obtain a fare mitigation measure constitutes fraud and may be subject to criminal prosecution.
- Anyone who provides incorrect information could have their OPUS card deactivated and become ineligible for the discount.
- The fare mitigation measure cannot be combined with any other fare mitigation offers.

By submitting their information, individuals who complete the fare mitigation measure form agree with the [exo privacy statement](#) and agree to have the information updated in their customer file in the integrated system of public transit ticket sales and revenue collection (the “OPUS system”) or to have a new customer file created.

The ARTM reserves the right to modify, suspend or revoke this fare pricing offer without notice.