

exo paratransit service

Contact information

Telephone:
1 877 433-4004
› transport.adapte@exo.quebec

South Shore of Montréal
255 Laurier Blvd., Suite 120
McMasterville, Québec J3G 0B7

North Shore of Montréal
83 Turgeon St., 2nd Floor
Sainte-Thérèse, Québec J7E 3H7

When to reach us

- › Sunday to Thursday:
6:30 a.m. to midnight
- › Friday, Saturday and statutory
holidays: 6:30 a.m. to 1 a.m.

Website:
exo.quebec/paratransit



July 2023

Rates

Out-of-Territory Bus (valid in Zones B, C, D – without crossing A)				
Fare	Regular	6 - 17 years	Students	65 years+
Cash on board (exact change required)	\$3.25	\$2.25	-	\$2.25
1 trip (paper ticket)	\$3.75	\$2.75	-	\$2.75
Monthly	\$108.00	\$65.00	\$65.00	\$65.00
All Modes ABC				
Cash on board (exact change required)	\$5.75	\$3.75	-	\$3.75
Monthly	\$190.00	\$114.00	\$114.00	\$114.00
All Modes ABCD				
Cash on board (exact change required)	\$8.00	\$5.25	-	\$5.25
Monthly	\$263.00	\$158.00	\$158.00	\$158.00

Cash on board

You must pay for your transportation both to your destination and from your destination.

The driver will issue a receipt upon request.

Monthly fares

The Out-of-Territory Bus fare (except reduced student) may be paid by cheque.

Date the cheque for the first day the fare is valid (e.g. July 1) and write your ID number.

Mail the cheque to the Sainte-Thérèse office no later than the 25th day of the preceding month (e.g. June 25th).

All of these monthly fares are available on the OPUS card. Reduced fares require an OPUS card with photo. Conditions apply.

OPUS card: \$6.00
With photo: \$15.00

Where to purchase an OPUS card:
exo.quebec/salesoutlets.

Once you have your card, contact us to provide the number.

Transportation adapted to your needs



In effect as of July 1, 2023

exo paratransit service

Schedule

- › Sunday to Thursday: 6:30 a.m. to 11 p.m.
- › Friday, Saturday and statutory holidays: 6:30 a.m. to midnight

Reservations

How do I make a reservation?



Telephone



Email



Online form
exo.quebec/paratransit

When should I reserve?

Reserve no later than 4 p.m. the day before your trip.

Exception: To travel on Sunday and/or Monday, reserve your trip no later than 4 p.m. on Friday.

Regular trips

For your first regular trip, please reserve at least 5 days in advance.

Occasional trips

You may reserve up to 7 days in advance.

Cancelling a reservation

Do so no later than 60 minutes before your trip.

Modifying a reservation

Do so no later than 7 p.m. the day before your trip.

Wait times and punctuality

When making a reservation, our team will confirm a 30-minute time slot.

Your transportation will arrive within this timeframe.

- › Example: If the time slot is from 8:30 a.m. to 9 a.m., your transportation is considered late as of 9:01 a.m.

In the event of a late arrival, call us.

Why a 30-minute window?

This allows us to combine trips and improve the flexibility and efficiency of our service.

Statutory holidays

On holidays, your regular trips will be cancelled, except those scheduled for medical reasons.

To maintain your scheduled trips, please contact us.

Statutory holidays are:

- › Good Friday
- › Easter Monday
- › National Patriots' Day
- › Saint-Jean-Baptiste Day
- › Canada Day
- › Labour Day
- › Thanksgiving Day
- › Christmas Day and Boxing Day
- › New Year's Day and January 2nd



Automated calls

- › We have set up 2 types of automated calls. Even if you do not answer these calls, your trip will take place as scheduled.

Reminder the day before

In the evening, you will receive a reminder for your trip scheduled the next day.

Imminent arrival call

5 to 10 minutes before your transportation arrives, you will receive a call (at the main number listed in your account) advising you of the vehicle's imminent arrival.

When will you receive a call, depending on the type of main number in your account?

Imminent arrival call	Departure	Return
Landline phone	Yes	No
Mobile phone	Yes	Yes

Text message: these services are also available by text message (and by email for the reminder the day before). Contact us to take advantage!