

# STS GO!

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## On-demand transportation service

### What is on-demand transportation

STS GO! Is a public transport service, on demand, personalized, by reservation, which is added to the current STS offer.

It allows you to travel within La Baie, in established areas, or to connect to the regular network, at the same price as a bus trip.

The STS GO! offers more flexibility, more frequency and more speed when traveling.

### Hours of Service

- Weekdays from 9 a.m. to 11 p.m.
- Saturday from 7 a.m. to 6:00 p.m.
- Sunday from 8 a.m. to 6 p.m.

### How to book?

Reservations can be made in real time or up to 7 days in advance.

Two ways to book:

#### 1. With the STS GO!

- [App Store](#)
- [Google Play](#)

#### 2. By telephone at 418 545-2487 (french only)

### How does it work?

1. Download the app (Google Play or Apple Store)
2. Create your account and log in
3. Book your trip

- Choose your destination and point of origin
- Enter your desired departure or arrival time
- Add the people accompanying you (up to 6)
- Select the option offered by the application that suits you best (if applicable)
- Click on book this trip

The application will give you information about your journey and guide you to the meeting point with the bus.

#### 4. Déplacez-vous à l'arrêt virtuel indiqué sur la carte

- L'application mobile vous indique comment vous rendre au point de montée le plus près de votre adresse de départ.
- Vous êtes informé par texto ou par notification poussée de l'arrivée du chauffeur.
- Vous pouvez suivre le véhicule qui viendra vous chercher en temps réel sur l'application mobile.

#### 5. Move to the virtual stop indicated on the map

- The mobile application tells you how to get to the ascent point closest to your departure address.
- You are informed by text message or push notification of the driver's arrival.
- You can track the vehicle that will pick you up in real time on the mobile application.

#### 5. Get on board and pay for your ride

\*\*\* Make sure you have a valid ticket or change to pay upon boarding.

- Present your Access card on the validator
- Pay in cash, using your Access card or by presenting a valid ticket to the driver.

#### 6. On the way

## **Customer service**

You can reserve your transportation by contacting customer service at 418 545-2487.

- Monday to Friday: 6 a.m. to midnight
- Saturday and public holidays: 6:30 a.m. to 7 p.m.
- Sunday: 7:30 a.m. to 6:30 p.m.

## **Boarding and disembarkation points**

STS GO! is not a door-to-door service, but a public transport service. Boarding and disembarking merges with existing stops or virtual stops.

## **What is a virtual shutdown?**

This is a stop which is not indicated by a sign at the side of the road. The stop is indicated to you by a location. For example: Quai d'Escale or Bagot / Albert