



Holiday schedule

Hours of service are extended during the period from December 24, 2016 to January 2, 2017 inclusively. You can reserve a ride until 4 a.m. (arrival time at destination). Your request must be made at least 24 hours prior to travel time.

Service provided all night, from December 31 into January 1

To mark the start of celebrations for the City of Montréal's 375th anniversary, Transport adapté will stay open all night, from December 31 into January 1. Don't miss out on any merry-making, reserve your ride before 8 p.m. the night before. The métro will also be open and running all night. Just another way of wishing you all a happy New Year!

Reminder

Starting Sunday, December 25, all regularly scheduled trips are cancelled until Monday, January 2 inclusively, except for hemodialysis patients who need regular rides.



A few clicks to reserve

Avoid waiting on the telephone at any time with SIRTA. You can request regular transportation or an occasional ride, and view all confirmed trips for a 7-day period. You don't know SIRTA yet? Go to stm.info/ta and take a look at the videos.

An agent can also coach you when you make a reservation for the first time. Call either customer service at option 4 or the reservation desk at option 1 to ask for someone. One of our staff member will call you back to assist you with SIRTA.

Pour obtenir votre bulletin *Transport Contact* en français, veuillez communiquer avec le Service à la clientèle au **514 280-8211 (option 4)**. Nous vous en posterons un exemplaire avec plaisir.

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TRANSPORT

CONTACT



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Your newsletter is changing

You are holding a copy of your newsletter in its latest format. From now on, editions will consist of fewer pages, but be published 4 to 6 times a year.

We believe this change will help us offer you current information about matters involving Transport adapté and be able to answer your concerns more quickly.

As many of our customers are now connected to Internet, we designed an electronic version of the Transport Contact newsletter. Paper and digital versions are identical.



Mario Gagnon
Director, Transport adapté

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Newsletter for
Transport adapté
customers

DECEMBER
2016

Port de retour garanti
TRANSPORT Contact — STM
3111, rue Jarry Est
Montréal (Québec)
H1Z 2C2



In digital format, we can get in touch with our customers faster. If you want to switch over to this format, call our customer service line at 514 280-8211, option 4.

We hope you will share our enthusiasm for all the changes we are offering. On behalf of my team members and myself, let me take this opportunity to wish you all happy holidays and all the best for 2017.

Mario Gagnon
Director, Transport adapté

Getting around, despite roadblocks

It's a fact, the number of construction sites is rising in Montréal, and that situation is complicating matters regarding traffic all over the island. This are the steps we are taking to lessen the impact.

First, Transport adapté staff keeps track of work progress with the city of Montréal and the ministère des Transports, de la Mobilité durable et de l'Électrification des transports. When road works are expected to last more than a few weeks, we look at the best options to avoid the area.

We increase the number of vehicles on the road and adjust travel times. We also adjust how passenger trips are matched together to maintain a comparable level of service despite increased traffic congestion.

In spite of any and all precautions we may take, travel times spent aboard vehicles could potentially be longer because of construction site obstacles and the traffic jams they create. Transport adapté staff is well aware of the inconveniences these road works will likely cause you and is working hard to lessen them.

In the near future, locating and regulating vehicles in real-time will enable us to improve the experience for customers by giving us the tools to prevent vehicles from being delayed.

Dealing with snowstorms

Winter. We have to adapt to winter. And if there is one area where bad weather has an impact, it is truly on transportation! So, allow us to remind you of a few tips that will be helpful to you in dealing with our rigorous winter climate.

Let's make life easy for ourselves

When bad weather blows into town, we all have to expect some delays and longer than usual travel times once the snowstorm hits and in the days after. However, you can still make things easier.

If you feel that conditions outside are less than ideal for travelling, think about cancelling your ride as early as possible. If you must go out, make sure your entrance is cleared of all snow so that our Transport adapté driver can reach your front door.

Also, check ahead that entryways are clear of snow at your destination. It's your safety that matters. Lastly, in an effort to accommodate the most customers, the reservations agent may ask you to postpone your trip to when demand lessens a bit.

Regular accessible bus service maintained during bad weather

Regardless of weather conditions, regular accessible bus service is always available. However, when a snowstorm hits hard, it may prove difficult, if not impossible, to safely unfold the ramp. The secret to avoiding that? Getting information before you head out.

Go to our stm.info website when conditions take a turn for the worst. You'll see messages for wheelchair users on a blue background. Accordingly, they will tell you about:

- Any difficulties ensuring accessible service at specific bus stops
- Our inability to deploy the ramp at specific accessible bus stops
- Possibly postponing your trip, in the event of major storms

These messages are displayed as soon as snow accumulations are in the forecast and they remain posted until snow removal operations are completed. This way, you have all the information you need to make the right decision for yourself.

