

- The maximum height of the back seat must be 70 cm. This is calculated by measuring from the ground to the highest point of the back seat.
- The maximum height of the rear step must be 45 cm. This is calculated by measuring from the ground to the highest point of the car's step.

To meet these standards, our industry partners contact us whenever they put a new car model on the road to provide Transport adapté services. This allows us to confirm if the new models comply with the criteria listed above.



Elevators in the métro

Did you know that **19 stations are now universally accessible**? On the Green line, Préfontaine and Viau stations have most recently put elevators into service.

There are currently 11 Universal Accessibility worksites active in the métro network, at Angrignon, Jolicoeur, Place-des-Arts, McGill, Pie-IX, D'Iberville, Édouard-Montpetit, Outremont, Mont-Royal, Villa-Maria and Place-Saint-Henri stations.



Cash payment is still accepted

Since February 7, métro station fare booths have accepted debit or credit card payment only.

Rest assured: You can still pay with cash on Transport adapté vehicles. This change to the payment method only applies to transactions made at métro station fare booths.

Position pour
Vignette FSC / Recyclé
100% post-com.

Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at stm.info/en/tcnewsletter to receive your next issue by email.

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.

TRANSPORT CONTACT

In this issue:

- When you have luggage to carry
- New information provided in real time
- Taxis and the height of their passenger seats?
- Elevators in the métro
- Cash payment is still accepted



When you have luggage to carry

Going shopping or getting groceries?

To ensure your safety and the safety of other passengers, please note the following guidelines that apply to your bags and luggage during trips:

Continued on page 2



Courrier Poste Publication Numéro de convention 40015715

Newsletter for
Transport adapté
customers

- FEBRUARY -
2022

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



Outside the vehicle

You must be able to handle and carry your own bags and luggage. This is not part of the driver's job.

This guideline is true for both boarding and exiting. The driver may refuse to take you if you have items you cannot carry yourself.



Inside the vehicle

Bags and luggage need to be held by customers, or securely stored near them during the trip.

In taxi service sedans, trunk spaces are exclusively reserved for mobility aids.



Exceptions: airports, bus and train stations, and Camp Papillon

We understand that for some trips you will have luggage with you. If you travel to one of the destinations listed below, you must let us know that you will have luggage with you when you reserve your trip. We can then make the necessary arrangements to provide you with the space you need.

- Montréal–Pierre Elliott Trudeau International Airport
- Montreal Central Station (train): 895 De La Gauchetière Street West, Montréal
- Dorval Via Rail station: 755 Montréal-Toronto Boulevard, Dorval
- Gare d'autocars de Montréal: 1717 Berri Street, Montréal
- Megabus bus terminal: 997 Saint-Antoine Street West, Montréal
- Grand Quay of the Port of Montreal: 200 De la Commune Street West, Montréal
- Camp Papillon: 7275 Sherbrooke Street East, poles 24-25, Montréal.

New information provided in real time

Soon, you will be able to track the vehicle assigned to your trip on a map, remotely. This map will be available on SIRTA, our online reservation system, which you can access on your computer, tablet and smartphone.

How it works

The information will be displayed 10 minutes before your pick-up window. It will remain accessible until you reach your destination. This new, practical feature will allow you to obtain tons of information in real time, such as:

- Where is the vehicle now?
- What are my estimated pick-up and drop-off times?
- What type of vehicle will pick me up? Will it be a taxi or a minibus?
- Am I the next customer to board the vehicle, or is someone else getting picked up before me?

These new features will be accessible to screen readers.

A helpful user guide for you

We have prepared a short, user-friendly guide for you. Once our new feature will have launched, we will mail you a printed copy of the guide. If you are new to SIRTA—and even if you've used the tool in the past—this document will be there to help the next time you use our online reservation system.



Service available 24/7

Now more than ever, SIRTA is your one-stop shop for all your travel needs with us. You can use it to make your trip requests up until 9 p.m. the night before and, of course, to reserve your trips whenever you feel like it, without having to spend any time on the phone.

Taxis and the height of their passenger seats?

There are several car models available for sedan taxi trips.

It is important, however, that our taxi industry partners use car models that meet the criteria below:

Continued on page 4