Transport Contact

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# When you have luggage to carry



1. Illustration of clients embarking in a minibus with luggages.

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.

## 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

Your bags should not take up space that is not assigned to you in 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, poteaux 24-25, Montréal

# New information provided in real time



2. SIRTA réervation en ligne stm.info/ta logo

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:

* 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



*3. Illustration of a client in front of an escalator.*

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.

# Sylvain Le May Representative of Paratransit Customers



*4. Picture of Mr Sylvain Le May*

In December 2021, for the first time in STM history, our Board of Directors initiated a public call for applications process to recruit two new members: one to represent public transit (bus and métro) customers and one to represent Transport adapté customers.

## Sylvain Le May has been appointed Representative of Paratransit Customers

For many years, Sylvain Le May has been deeply involved in working to improve the daily lives of vulnerable groups and people with disabilities, both in the workplace and within the community. Drawing on his professional experience, mainly in higher education, he has advocated passionately for equity, diversity and inclusion in his many accomplishments with a number of public organizations. He has extensive knowledge of universal accessibility legislation, the Canadian and Quebec charters of rights and freedoms, and our paratransit service, Transport adapté, of which he has been a customer for the last three decades.

# 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.