



Métro accessibility

Did you know that there are more and more elevators in the Montréal métro? To date, 16 stations are equipped with elevators, and work is underway to install new elevators in 14 other stations.



Replace the print version with the electronic version

Did you know that you can now receive your newsletter by email? This simple and easy-to-read format contains the same information as the print version. It may even contain some bonus information, such as additional photos.

If you would like to receive your Transport Contact newsletter by email rather than by snail mail, send us your email address by:

- adding it to your **SIRTA** file
or
- emailing it to transport.adapte@stm.info
or
- notifying us at our call centre at **514-280-8211**,
option 1, 2 or 4.

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.

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

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



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New features on SIRTA

Already handy for managing reservations, your online reservation platform has new features.

You can use them as of now.

Display of the estimated time of arrival at your destination

You could already find out the estimated time of your pick-up. Now you can access the estimated time of your drop-off.

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Newsletter for
Transport adapté
customer

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

The information will be displayed 30 minutes before your confirmed reservation time and will be updated every two minutes.

Your vehicle's estimated time of arrival may change depending on traffic conditions.

Pick-up/drop-off

Additional information about a specific address

To help us find your pick-up and drop-off locations, you can now provide us with information about a specific address, whether for a regular, occasional or metropolitan trip.

This information will be saved to your file and will be used for each trip pertaining to the address in question, unless you specify that these are only temporary instructions. In that case, the information will be displayed for only one trip.

This feature is optional.

Use it only as needed.

Did you know?

You can use SIRTa to report a delay. When a delay is reported, the text displayed is slightly modified. The feature still works the same way.

Tests prior to activation

Before they are activated, these types of new features have to be tested to ensure their effectiveness. We conducted tests with some 20 SIRTa users before making the service available to everyone.

Paratransit minibus and taxi drivers

Recognizing excellent performance

Drivers must wear a procedural mask at all times, and safety glasses when in contact with customers. However, with the installation of protective barriers in all our vehicles, drivers are allowed to remove this protective equipment while at the wheel.

Rest assured, this protective barrier is the only piece of equipment that authorizes drivers to temporarily remove a piece of personal protective equipment, and only while at the wheel.

By following these instructions and adopting these good habits, drivers ensure their own safety and help provide safe paratransit services for all our customers.

We would like to note the excellent cooperation of minibus and taxi drivers who have been providing paratransit services since the start of the pandemic.

With the pandemic, many people have been justifiably concerned about the presence of more than one person in the same vehicle. To date, we have had up to two passengers per vehicle, and all customers are required to wear a mask or face covering.

Preventing the risk of contagion

If you have symptoms of COVID-19 or have been in contact with someone who has tested positive for COVID-19 **within the past 14 days**:

Please notify us as soon as possible before your next trip so that we can take the necessary safety measures.

