Transport Contact

April 2021

## In this issue:

## • New features on SIRTA

## • [Recognizing excellent performance](#_Recognizing_excellent_performance)

## • [Preventing the risk of contagion](#_Preventing_the_risk)

## • [Métro accessibility](#_Métro_accessibility)

## • [Transport adapté adapts](#_TA_adapts)

# New features on SIRTA



1. Illustration of SIRTA, online reservation

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.

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.**

#

# Recognizing excellent performance



2. Illustration of a client embarking a vehicle

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



3.Illustration of STOP – Symptoms of COVID-19

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.**

# Métro accessibility



4. Illustration of a client in front of an elevator

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.

# Transport adapté adapts

We have compiled all the service adjustments that we have made since the start of the pandemic on one web page:

stm.info/coronavirusta

We update this information based on recommendations from public health authorities that affect our service delivery.