

SIRTA User Guide



Avoid waiting for the call centre while making it easier on yourself! With **SIRTA**, the online reservation website is always available. Please note, to reserve any transportation for the next day, the reservation must be completed by 9 pm the day before.

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1) Registration

Once you are on the SIRTA home page, you must enter your file number and password. It's the same password you use for Transport adapté's automated telephone services.

When you use the online reservation service for the first time, you will have to enter the month and date of your birth as your initial password (if you were born on September 14th, the password is 0914). Then, you will have to create your internet password before making that first reservation. Your new password must consist of 8 characters, including at least 1 number, ex: welcome9.

If you have forgotten your password, click on [forgot my password](#), or for any other comment, please contact us by [email](#) or telephone at **514-280-8211 option 4**.

Login to my customer file

File number

Password

Remember my file number

[Forgot my password](#)

2) Forgotten password

If you have forgotten your password and that you have your file number and the email registered to your file, you can reset your password online by clicking on [forgot my password](#). Once you have sent your request, you will receive an email with the instructions to follow.

If you have forgotten your registered email, please contact us by [email](#) or telephone at **514-280-8211 option 4**.

I forgot my password

File number

E-mail

The email must match the one registered in your profile

3) Overview of your file

Once you are registered, you can view all relevant information in your reservation file.

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My folder

Wednesday, November 20, 2019 (Date of last update of the message)

Environnement de TEST (QA)

My profile [My profile help](#)

File number 101276

Home address 5252, RUE Saint-Hubert, MONTRÉAL (PLATEAU MONT-ROYAL), Intersection Laurier

Main phone 438-222-2222 ext: 444

Cell phone

Mobility aid Motorized wheelchair

Companion Optional

Email alain.gravel@stm.info

[Change my password](#) [Update my profile and mobility aids](#) [Request my trip history](#)

Request for occasional transportation [Request for occasional transportation help](#)

[Create an occasional one-way trip](#)

[Create an occasional round-trip](#)

[Create an occasional one-way trip - Metropolitan](#)

[Create an occasional round-trip - Metropolitan](#)

+ Trips Overview: My schedule for the next 7 days [Trips overview help](#)

Request for regular transportation (10 to 15 days process) [Request for regular transportation help](#)

[Ask for a regular one-way trip](#)

[Ask for a regular round-trip](#)

[Ask for a regular one-way trip - Metropolitan](#)

[Ask for a regular round-trip - Metropolitan](#)

My regular transportation schedule [My regular transportation schedule help](#)

Sunday

Monday

Requests for trips in process [Requests for regular trips in process help](#)

Sunday

4) My profile

You will find information regarding your Transport adapté's file:

- File number
- Home address
- Main phone
- Cell phone
- Mobility aid
- Travel companion
- Email address

☐ My profile	
File number	101276
Home address	5252, RUE Saint-Hubert, MONTRÉAL (PLATEAU MONT-ROYAL), Intersection Laurier
Main phone	438-222-2222 ext. 444
Cell phone	
Mobility aid	Motorized wheelchair
Companion	Optional
Email	alain.gravel@stm.info
Change my password Update my profile and mobility aids Request my trip history	

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You can also access “Modify my password,” “Update my profile and mobility aids” and “Request my trip history.”

Modify my password

Current password

New Internet password
(Minimum 8 characters and at least 1 number. For instance: abcdefg2)

Internet Password Confirmation

Your current password is your actual internet password that you wish to modify. Then, you will have to create a new internet password, it must consist of 8 characters, including at least 1 number, ex: welcome9.

5) Request for occasional transportation

After deciding if you want a one-way trip or a round trip when travelling in Montréal or off the island of Montréal but within the service area covered by the ARTM (Autorité régionale de transport métropolitain), you must enter the required information:

- Requested date
- Requested time using 24-hour format [hh:mm]
- Departure and destination addresses
- Additional information for the address
- Required mobility aid, if applicable
- Number of travel companion(s), if applicable

a) Request a Montreal trip

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Reservation confirmation

This trip was added to your other confirmed rides. You are responsible for making sure the information is accurate. If that is not the case, please modify or cancel them. To change a reservation made through SIRTA on the day of the trip, you must call 514 280-8211, option 2.

Date	Confirmed time (beginning of period)	Pickup address	Dropoff address	Requested mobility aid for this trip	Number of ambulatory companions	Requested time	Action
Friday, November 15, 2019	14:50	50, RUE Berlioz # 404, VERDUN, Intersection Gabrielle-Roy	Rosemont-Petite-Patrie Montréal Accès . Via the main entrance 5650, RUE D'Iberville, MONTRÉAL (ROSEMONT), Accès Montréal, Intersection Dandurand	Motorized wheelchair	0	16:00 (Arrival to destination)	Cancel Modify

[Create a one-way trip](#)
[Create a round-trip](#)
[Back to my folder](#)

Environnement QA

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- [Create a one-way trip](#)
- [Create a round-trip](#)
- [Back to my folder](#)

The above window makes it possible to create other trips by using one of the shortcuts.

b) Request a Metropolitan trip

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Request for occasional metropolitan transportation

If you are travelling by minibus only, you must contact the reservation centre at 514-280-8211 option 1 at least 5 days prior to your trip.

Please note that metropolitan trips will not be confirmed immediately. Your trip will be confirmed in SIRTA within 48 hours or less.

Friday, 22 January 2021

When

Schedule date: ▼ 06:00 AM - 01:30 AM

Type: ▼

Requested arrival time (to go)
Use 24-hour format [hh:mm]

Requested departure time (to return)
Use 24-hour format [hh:mm]

Where

Departure address: ▼

Add an information for the address (OPTIONAL)

Destination address: ▼

Add an information for the address (OPTIONAL)

Mobility aid

Requested mobility aid for this trip Ambulant Motorized wheelchair

You will then receive a confirmation of receipt of the reservation request, which can be cancelled if needed. Make sure to properly verify the summary of the requested reservation. It is your responsibility to ensure the accuracy of reservation addresses and information. The request will be processed within 48 hours and

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by no later than 6 p.m. the day before your trip. Your request will not be immediately confirmed and can be found in the "Request for trips in process" section pending confirmation.

Sending confirmation of the booking

Your reservation request has been forwarded to Paratransit.							
Please consult your SIRTA page for trip confirmation. The trip departure time will be confirmed within 48 hours or at the latest by 6pm the day before your trip.							
For any modification or specification related to your request, please contact the reservation centre at 514-280-8211 option 1.							
Date	Confirmed time (beginning of period)	Pickup address	Dropoff address	Requested mobility aid for this trip	Number of ambulatory companions	Requested time	Action
Monday, November 18, 2019	Unconfirmed	50, RUE Berlioz # 404, VERDUN, Intersection Gabrielle-Roy	70, RUE De La Barre, LONGUEUIL, Intersection De Sérigny	Motorized wheelchair	0	12:00 (Arrival to destination)	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> Cancel </div>
Monday, November 18, 2019	Unconfirmed	70, RUE De La Barre, LONGUEUIL, Intersection De Sérigny	50, RUE Berlioz # 404, VERDUN, Intersection Gabrielle-Roy	Motorized wheelchair	0	15:00 (Departure from origin)	

[Create a one-way trip - Metropolitan](#)
[Create a round-trip - Metropolitan](#)
[Back to my folder](#)

c) Add additional information for the address

You can add additional information to an address. This optional feature allows you to notify Transport adapté of any specifics related to your pick-up or drop-off at a specific address to help them find the location.

- Once you have chosen your address, a button will become available allowing you to add additional information to an address. The button will be unavailable (greyed out) for certain addresses for which the pick-up/drop-off location is pre-set for all customers.

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- The information will automatically be saved to your file and applied to all future trips to that address unless you check the “Temporary” box, which will apply the information to only that trip.

Where

Departure address Search addresses ▼

8847, BV Saint-Laurent, MONTRÉAL (AHUNTSIC/CARTIERVILLE) - Intersection De Beauharnois Modify 

Add an information for the address (OPTIONAL)

Additional information for the address (OPTIONAL): Add an additional information for your pick-up/drop-off at that specific address. The additional information will be entered in your file and will be applied to all your future trips to/from that address. If the additional information only applies to this specific trip, please check the « Temporary » checkbox. Therefore, the additional information will not be saved for future trips.

Example : Door #3, Enter via back parking lot, Store XYZ, etc.

Door #1

Temporary

Destination address Hôpital ▼

Maisonneuve Hospital Maisonneuve Pavillon . Via the main entrance of the walk-in centre ▼ 

5415, BV de l'Assomption, MONTRÉAL (ROSEMONT), Intersection Rosemont

Add an information for the address (OPTIONAL)

It is not possible to add an additional information for this address, since the pick-up/drop-off point is determined for all customers. Contact 514-280-8211 (option 1) for any questions.

6) Choose an address

When selecting your departure and arrival addresses for a request for occasional or regular trip, you can find your addresses from different lists offered.

- Search an address** allows you to search for a new civic address where you want to travel for the very first time. After a first booking for this address, it will be added to your address history for a quick selection.

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Departure address	Select a type of address
	Search addresses
	History addresses sorted by address
	Previously used addresses
Destination address	Home and favourites
	Public places by address
	Public places by name



You must register a civic number and a street name to start the search. Direction and apartment number are optional fields. The street name must contain only the name of the street, **do not enter the street type** such as "street", "boulevard", "avenue", "road", etc.

Departure address	Search addresses				▼
	* Number	* Street	Direction	All	▼
	<input type="text"/>	<input type="text"/>	Apartment	<input type="text"/>	Search
Destination address	Select a type of address				▼
	<input type="text"/>				▼

Then, select the desired address from the list of addresses found by clicking on the “Choose” button that is located right next to the desired address.

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Departure address Search addresses ▼

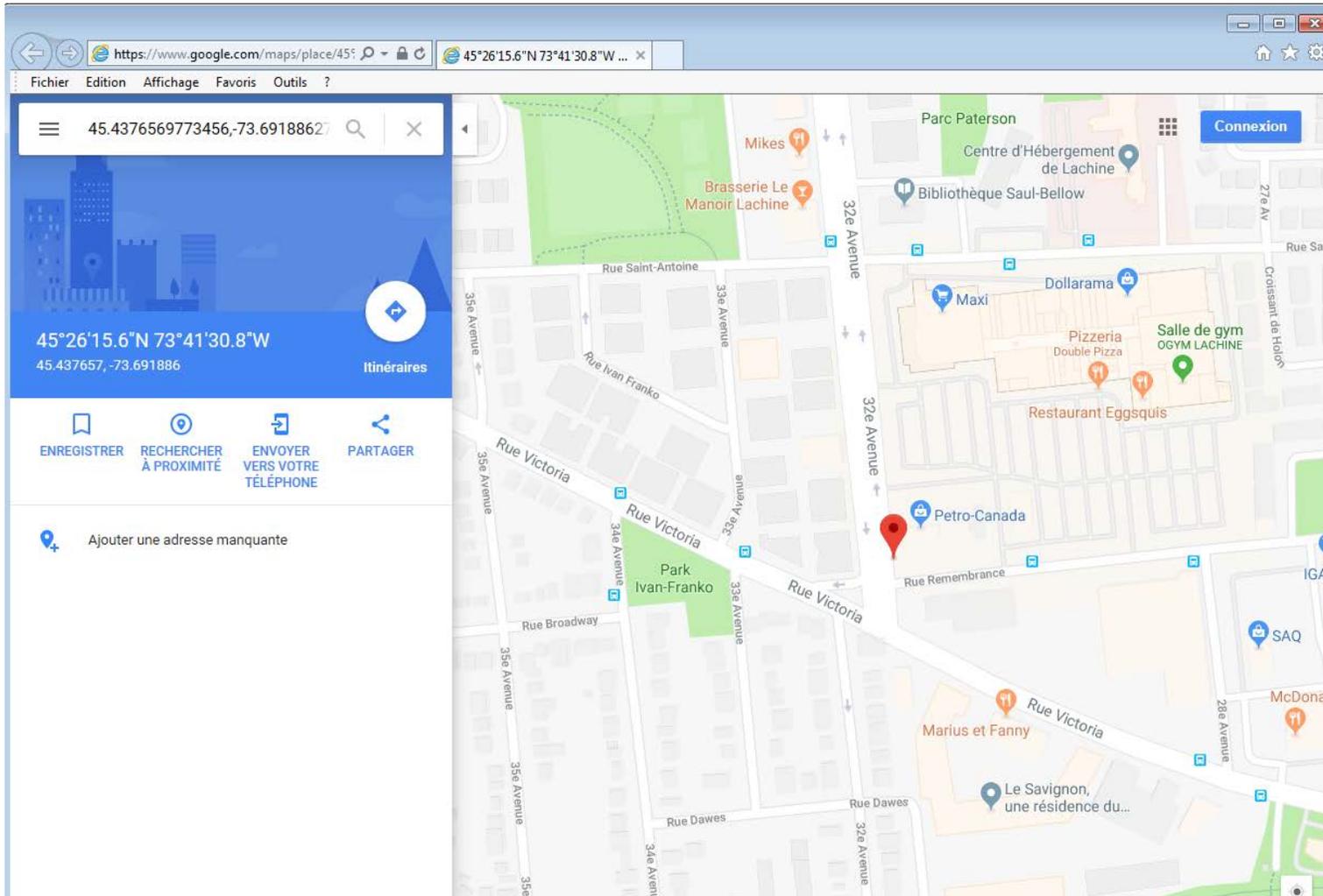
* Number * Street Direction ▼ Apartment

450, Avenue 32e, LACHINE/SAINT-PIERRE - Intersection Remembrance	<input type="button" value="Choose"/>	
450, Avenue 32e, LASALLE - Intersection des Rapides	<input type="button" value="Choose"/>	
450, Avenue 32e, POINTE-AUX-TREMBLES - Intersection Notre-Dame	<input type="button" value="Choose"/>	



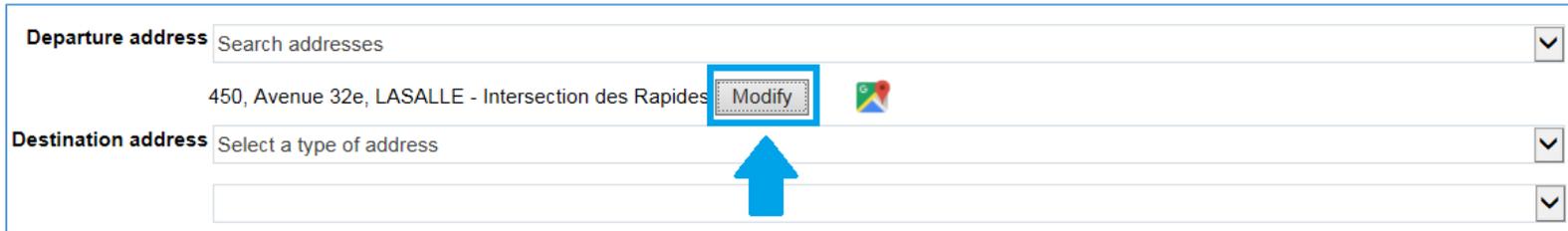
To make sure that the chosen address matches the desired address, you can click on the "Google Maps" icon which is located on the right end of each address to see the address on the map that will open in a new window.

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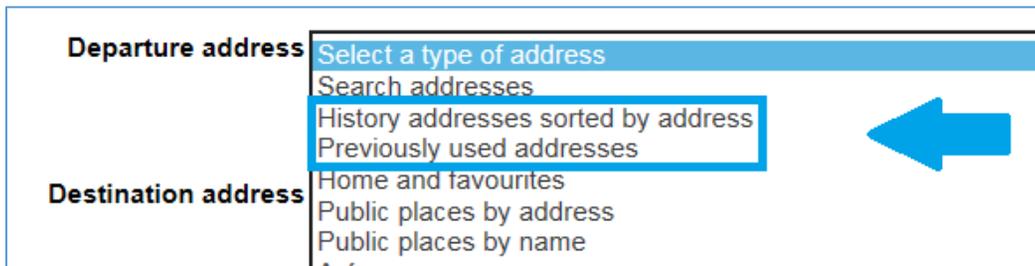
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Once the desired address is selected, it is possible to click on the “Modify” button that sits on the right end of the address to change the chosen address.



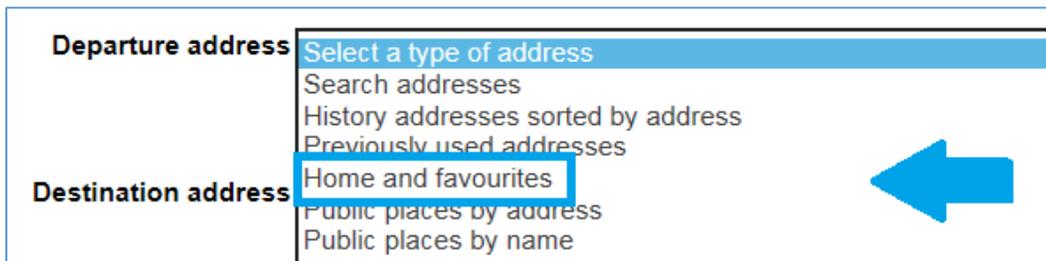
The screenshot shows a reservation form with two main sections: 'Departure address' and 'Destination address'. The 'Departure address' field contains the text '450, Avenue 32e, LASALLE - Intersection des Rapides' and a 'Modify' button to its right. A blue arrow points to the 'Modify' button. The 'Destination address' field is currently empty and has a dropdown arrow on its right side.

- **Your history addresses and previously used addresses** sorted by address or date of use represents all of your “from” and “to” addresses.



The screenshot shows the 'Departure address' dropdown menu open. The menu options are: 'Select a type of address', 'Search addresses', 'History addresses sorted by address', and 'Previously used addresses'. A blue box highlights the last two options, and a blue arrow points to the left towards the 'Destination address' field.

- **Your Home and favorites** includes your home address and favorite addresses.



The screenshot shows the 'Destination address' dropdown menu open. The menu options are: 'Select a type of address', 'Search addresses', 'History addresses sorted by address', 'Previously used addresses', 'Home and favourites', 'Public places by address', and 'Public places by name'. A blue box highlights the 'Home and favourites' option, and a blue arrow points to the left towards the 'Departure address' field.

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- **Lists of several public places** sorted by address, by name or by category, make it possible to look for a place commonly served by STM Paratransit such as hospitals, schools, shopping centers.

Departure address	Select a type of address
	Search addresses
	History addresses sorted by address
	Previously used addresses
Destination address	Home and favourites
	Public places by address
	Public places by name
	Aréna
	Association
	Atelier réadaptation défici. intellect.
	Bureau
	CEGEP - Institution scolaire
	Centre d'achat
mobility aid for this trip	Centre de jour
	Centre hospitalier soins de longue durée
	Centre local de services communautaires
	Cimetières
	Cinéma
	Collège
	École
	Établissement hôtelier
	Événement



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7) Trips Overview: My schedule for the next 7 days

You can view your trip reservations for the next 7 days, regardless of whether they were made by phone or online.

You can view your trip reservations for the next 7 days, cancel  them in batches or export  them, regardless of whether they were made by phone or online.

A useful tool to:

- Have an overall view of your upcoming trips so you can enter them in your daily planner
- Make sure your reservation was correctly registered in the system
- Cancel a trip online
- Report a delay on the day of your trip online
-

Trips Overview: My schedule for the next 7 days    [Trips overview help](#)

Monday, November 11, 2019								
Confirmed time (beginning of period)	Status	Pickup address	Dropoff address	Requested mobility aid for this trip	Number of ambulatory companions	Requested time	Action	
19:05	Confirmed	Benny Rehabilitation Center for Adults . Via the main entrance 2221, AV Benny, MONTRÉAL (CÔTE-DES-NEIGES/NOTRE-DAME-DE-GRÂCE), Intersection De Maisonneuve	Donegani Day camp . Via the main entrance 111, AV Donegani, POINTE-CLAIRE, Camp, Intersection Prince-Edward	Motorized wheelchair	0	20:00 (Arrival to destination)	Cancel Report delay	
+ Thursday, November 14, 2019								
+ Friday, November 15, 2019								

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To cancel trips by batch, click on  and select the dates and trips you wish to cancel, or check the box on the upper left side to cancel all of them. Then click Yes to confirm the cancellation of the selected trips.



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Cancel trips by batch

<input type="checkbox"/> Date	Confirmed time (beginning of period)	Pickup address	Dropoff address
<input type="checkbox"/> Monday, November 11, 2019	19:05	Benny Rehabilitation Center for Adults - Via the main entrance 2221, AV Benny, MONTRÉAL (CÔTE-DES-NEIGES/NOTRE-DAME-DE-GRÂCE), Intersection De Maisonneuve	Donegani Day camp - Via the main entrance 111, AV Donegani, POINTE-CLAIRE, Camp, Intersection Prince-Edward
<input type="checkbox"/> Thursday, November 14, 2019	10:00	STM Paratransit Customer Service Office - Via the entrance to the west side of the building 3111, RUE Jarry, E, MONTRÉAL (VILLERAY/ST-MICHEL/PARC EXT), Intersection 8e	50, RUE Berlioz # 404, VERDUN, Intersection Gabrielle-Roy
<input type="checkbox"/> Friday, November 15, 2019	14:50	50, RUE Berlioz # 404, VERDUN, Intersection Gabrielle-Roy	Rosemont-Petite-Patrie Montréal Accès - Via the main entrance 5650, RUE D'Iberville, MONTRÉAL (ROSEMONT), Acces Montréal, Intersection Dandurand

Permanently cancel selected trips?

8) Request for regular transportation

After deciding if you want a one-way trip or a round trip for Montreal or a Metropolitan trip, you must enter the required information :

- Requested day(s)
- Desired start date
- End date (optional)
- Period (every week or every 2 weeks)
- Departure destination addresses
- Additional information for the address
- Required mobility aid, if applicable
- Number of travel companion(s), if applicable
- Optional comments (For instance, please specify if the trip is for hemodialysis)

Expect a 10 to 15 days waiting period before obtaining confirmation for your regular trips schedule, as this will require special programming in the system by a Transport adapté's staff member. You must book occasional trips until the confirmation of your regular schedule.

Request for regular transportation (10 to 15 days process)

Tip : The faster your request is sent, the faster it can be processed !

When

Requested day(s) Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Desired start date: Friday, November 22, 2019

End date (Optional) Which day ? Which month ? Which year ?

Period: Every week

Type: Round-trip

Requested arrival time (to go)
Use 24-hour format [hh:mm]

Requested departure time (to return)
Use 24-hour format [hh:mm]

Where

Departure address: Select a type of address

Destination address: Select a type of address

Mobility aid

Requested mobility aid for this trip Motorized wheelchair Motorized wheelchair

Travel companion

Number of companion(s) 0

Comment

Comment (Optional)

For instance : It is your responsibility to specify if the reason of your trip is a haemodialysis

Once you have submit your request, a sending confirmation will appear, you can then cancel it if necessary.

Sending confirmation of the booking

Your request for a regular regular transportation has been sent to Paratransit.

Please consult your information and reservation page for the confirmation of the booking. There is a minimal delay of 10 to 15 days to process the request. Don't forget to book your occasional bookings until the confirmation of your regular trip.

For any modification or specification related to the request, please contact our reservation center at **514-280-8211 option 1**.

We remind you that it is your responsibility to temporarily interrupt or permanently cancel you regular trips.

Requested day(s)	Pickup address	Dropoff address	Requested mobility aid for this trip	Number of ambulatory companions	Requested time	Action
Saturday (every week)	Cavendish Mall . Via through the doorway behind the food court Shopping Center. 5800, BV Cavendish, CÔTE-SAINT-LUC, Intersection l'Avenue	Dollar-des-Ormeaux day Center . Via at the back entrance 197, RUE Thornhill, DOLLARD-DES-ORMEAUX, Centre de jour, Intersection de Salaberry	Motorized wheelchair	0	8:00 (Arrival to destination)	Cancel
	Dollar-des-Ormeaux day Center . Via at the back entrance 197, RUE Thornhill, DOLLARD-DES-ORMEAUX, Centre de jour, Intersection de Salaberry	Cavendish Mall . Via through the doorway behind the food court Shopping Center. 5800, BV Cavendish, CÔTE-SAINT-LUC, Intersection l'Avenue	Motorized wheelchair	0	11:00 (Departure from origin)	

After submitting a request for regular transportation, you can access to your **unconfirmed** request in the section **Requests for trips in process**. Once the transport adapté has process and confirm your trip, it will appear in SIRTA in the section **My regular transportation schedule**.

9) My regular transportation schedule

You can view your reservations for the regular trips registered in your file, regardless of whether they were made by phone or online. You can “temporarily interrupt” a regular transportation or “permanently cancel” it as needed.

My regular transportation schedule								My regular transportation schedule help
Monday								
Confirmed time (beginning of period)	Status	Pickup address	Dropoff address	Requested mobility aid for this trip	Companion	Requested time	Effective date	Action
17:50	Confirmed	Main Forte Montréal . Via the main entrance 6602, Avenue Papineau, MONTRÉAL	C L S C Rivière des Prairies . Via by Perras boulevard 8655, Boulevard Perras, RIVIÈRE-DES- PRAIRIES	Three-wheel scooter	0	19:00 (Arrival to destination)	19 Sep 2016	Temporarily interrupt Permanently cancel
Tuesday								
Saturday								

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10) Requests for trips in process

You can have an overall view of your requests for regular trips that are still in process, regardless of whether they were made by phone or online. These trips are not yet confirmed by the Transport adapté. The status shows **unconfirmed**. Please note that you can cancel your request if needed. Once it has been processed and confirmed, it will appear in SIRTA in the section. **My regular transportation schedule** and in the section **Trips Overview : My schedule for the next 7 days** for Metropolitan occasional trip.

Requests for trips in process								Requests for regular trips in process help
Confirmed time (beginning of period)	Status	Pickup address	Dropoff address	Requested mobility aid for this trip	Number of ambulatory companions	Requested time	Action	
Sunday								
Unconfirmed	Unconfirmed	84, RUE Smith, CHÂTEAUGUAY, Intersection Mountain	St-Francois Cemetery - La Résurrection Mausoleum - Via the Mausoleum La Resurrection entrance 8803, RUE Sherbrooke, E. MONTRÉAL (HOCHÉLAGA/MAISONNEUVE), La Résurrection, Intersection Arcand		0	12:00 (Arrival to destination)	Cancel	
+ Tuesday								
+ Tuesday, November 12, 2019 (Occasional metropolitan)								
+ Monday, November 18, 2019 (Occasional metropolitan)								