

If bad weather is forecast for the day of your trip, it's always a good idea to request the earliest possible departure time, as the trip may take longer than usual.

**Avoid last-minute cancellations**

We appreciate when our customers cancel trips as early as possible. It is very helpful for planning our vehicle deployment. The closer it is to your pick-up time, the harder it will be for us to plan our day.

**Reminders with snow warnings**

If you receive a reminder the day before your trip informing you that snow is forecast the next day, this is simply telling you that the snow may slow down traffic and to expect delays. It is also giving you a chance to consider cancelling your trip in advance. This message does not mean that your trip has been cancelled.

**Two more accessible métro stations**

Accessibility work is continuing in several stations of our métro network. More new elevators are now in service. For métro customers, we are excited to announce that Pie-IX and Villa-Maria stations have recently been upgraded with elevators running from the platforms to street level.

**Holiday schedule**

The holiday season has arrived, and we are extending our hours for the occasion.

Service will be extended on December 24, 25 and 31 and January 1.

**Happy holidays!**

Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at [stm.info/en/tcnewsletter](http://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.

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**CONTACT**



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**Taxi drivers:  
New agreement,  
encouraging results**

Dear clients,  
As reported in our last newsletter, we have worked with our partners in the taxi industry to negotiate a new contractual agreement, which entered into effect on September 12 and seems to be achieving the desired results.

New taxi drivers have stepped up, and we are now able to deliver over 8,500 trips on some days, compared to the peak of the shortage, when we struggled to deliver 6,000 trips per day.

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

All restrictions lifting

Now that the situation has improved, with the taxi industry providing us with enough vehicle capacity to meet demand, we are pleased to announce that all restrictions will be lifted as of December 3. We are excited to get back to normal.

Once again, I would like to thank all our customers for their understanding and our teams and partners for their tireless work during this difficult time.

I would also like to take this opportunity to wish you all a happy end of the year.

Chantal Fortier

Director, Transport adapté  
Société de transport de Montréal (STM)



How to reduce your call wait times

Nobody likes waiting on hold. The good news is, you can help us keep our wait times as short as possible.

Every day, many customers call our customer contact centre within their 30-minute pick-up window. This creates a longer queue for the call centre.

Did you know?

We monitor our trips in real time and can see when potential delays arise. Our employees are watching and trying to reduce or eliminate delays whenever possible. This means that our control room is constantly adjusting trip schedules and routes to stay on time.



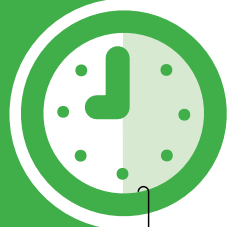
Best practices to avoid calls during the 30-minute window

Even if you have not received your vehicle arrival notification, don't see your vehicle on the SIRTA map or see that your vehicle has stopped, please wait until the end of your window before calling us.



What is the 30-minute window?

Your confirmed trip time is the time at which you must be ready to board. Your vehicle should arrive within 30 minutes of that time. After 30 minutes, your vehicle is considered late. Only then should you call us to report a delay.



Don't know when your window ends? **Check it on SIRTA or in your notification from the day before.** If you receive your notifications by phone, you might want to try text or email notifications so that you can check them when it's convenient for you. Call us and speak to an agent to opt in. **You can also check what time your window ends using our automated phone service by selecting option 3.**

Please don't call to find out your estimated vehicle arrival time during your 30-minute window. Remember: you will receive a vehicle arrival notification a few minutes before your vehicle arrives.

For customers, parents or guardians looking to find out what time a customer will arrive at home: **check SIRTA, where you can follow the vehicle's movements on the map.**

Preparing for winter

Transit services like us need to be prepared for winter. We're ready! Are you?

Keep your entrance accessible

Our drivers make every effort to help you get to where you are going. If they determine that snow build-up outside your home poses a risk to their safety or yours, they will not be able to go to your door.

It is your responsibility to keep the entrance to your home clear.

Plan for delays in bad weather

Whenever there is a lot of snow on the road, it slows down traffic. Your driver may have to deal with narrowed streets, snow removal, and other hurdles. Please know that your vehicle may arrive a bit later than expected on these days.



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