



Holiday hours

Our hours of operation will be extended on the following days:

- Night of December 24 to 25: all-night service
- Night of December 25 to 26: service until 4 a.m. on December 26
- Night of December 31 to January 1: all-night service
- Night of January 1 to 2: service until 4 a.m. on January 2

Our customer service department will be closed from December 23 to January 2, inclusive. Any new eligibility requests or follow-ups to eligibility requests received later than December 22 will be processed after the holidays.

Wishing you a wonderful holiday season!

Since July 1: Free for customers aged 65 and over



This past year saw the introduction of free public transit for residents of the agglomeration of Montréal aged 65 and over.

Since July 1, 2023, these residents have been able to travel within Zone A free of charge, while trips outside Zone A have remained at the reduced fare.

If you only use paratransit, you don't need to do anything, as your age is listed in your customer file. However, if you also use other types of public transit, you will have to go to a métro station to have a Free 65+ fare loaded onto your photo OPUS card. Bring proof that you are a resident of the agglomeration of Montréal.

For more information, visit **stm.info**

TRANSPORT

CONTACT

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Keep your path clear all the way from street to door

Even in winter, our drivers need to be able to reach your door! Make sure your path is clear from street to door, so that your driver can:

- Get to your door and accompany you safely to the vehicle for pick-up.
- Accompany you to the door of your destination for drop-off.



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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.

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.

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

Newsletter for
Transport adapté
customers

- DECEMBER -
2023

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

Courrier Poste Publication Numéro de convention 40015715



This is for your safety and that of your driver, who may have to turn around if there is no safe path to you.

This is important, because our paratransit service includes door-to-door accompaniment between the vehicle and your pick-up and drop-off points, even in heavy snow.

Track your vehicle on the map for peace of mind

You can track a paratransit vehicle in real time both before and after pick-up. This useful tool is a feature of SIRTÀ, our online reservation system. It lets you track the vehicle on a map, as shown in the image opposite.

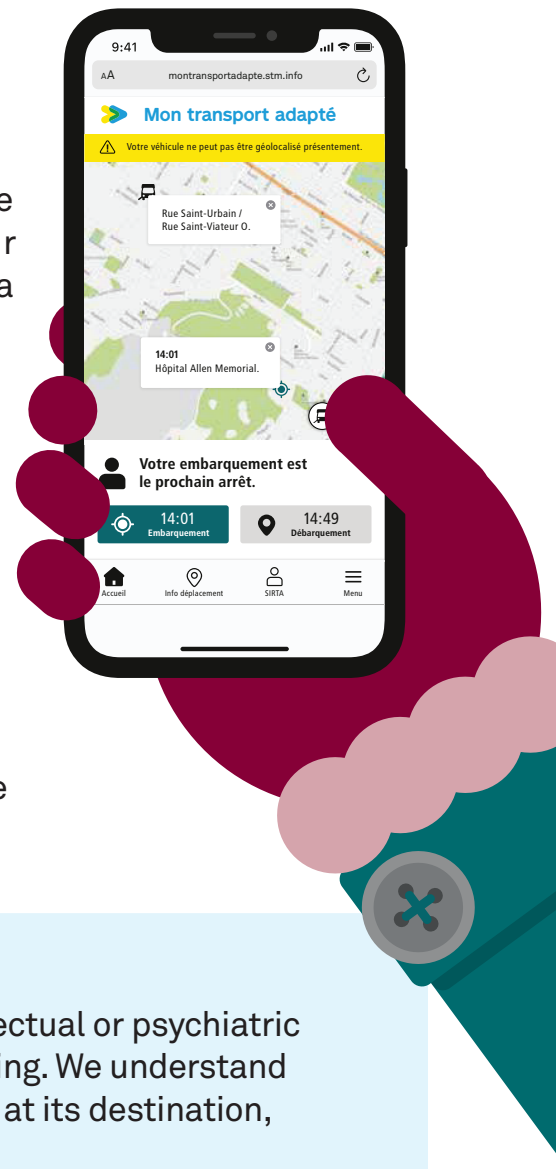
If you are using SIRTÀ for the first time:

- Your temporary password will be the month and day of your birth—for example, if you were born on September 14, your password is 0914.
- Once you have logged in, you will have to create a new password before making a reservation. The password must be at least eight characters, including at least one number, e.g., welcome9.

You don't need to have made a reservation on SIRTÀ to use the vehicle tracking feature.

For customers and caregivers alike

If you are a caregiver for a minor or a person with an intellectual or psychiatric disability using our service, you can also use vehicle tracking. We understand that it can give you peace of mind to see the vehicle arrive at its destination, for both pick-up and drop-off.



The Transport adapté control room team

If Transport adapté were an airport, this would be the control tower team. You can't see them, but they are always there during our hours of operation to ensure your safety and deliver the most punctual transit possible. Their work requires constant concentration.

Finding a vehicle fast

Here's a good example: A customer's medical appointment ran late, causing her to miss the vehicle that came to pick her up at the scheduled time. She then contacted us to say that she needed to make her trip home later than planned. Since all our paratransit vehicles are geolocated and continuously tracked, the control room team was able to find the best vehicle to pick her up and take her home.

Avoid last-minute cancellations

Cancelling your trip at the last minute impacts our vehicle schedules and routes. Please avoid doing this as much as possible. Every last-minute cancellation means one less seat for our customers. If you must cancel, do so at least two hours before the scheduled travel time.

An open line of communication

But there is more to the control room than just assigning vehicles. The team also keeps track of any events that might affect your safety and that of our drivers. If there is an incident on the road or in a vehicle, the driver reports it to the control room so that your trips can continue as smoothly as possible.

This line of communication goes both ways. The control room informs drivers of anything that could impact travel throughout their work day—traffic incidents, last-minute travel companions, incorrect destinations, etc.

And that's not to mention last-minute cancellations and new riders being added to a route, as in the example above. These are just some of the challenges that the control room faces on a daily basis.