

TRANSPORT

CONTACT



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SIRTA users satisfied

We recently polled almost 1,000 Transport adapté customers on SIRTA, our online reservation system.

82% of regular users said they were satisfied with the system.

Are you ready to join our regular users?

So many reasons to use SIRTA

Almost 75% of regular SIRTA users use the system to reserve most of their trips.

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Newsletter for
Transport adapté
customers

SEPTEMBER
2019

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

Courrier Poste Publication Numéro de convention 40015715

Others use our online reservation system to reserve some of their trips or to view, cancel or change reservations made over the phone.

A well-known tool

99% of respondents said they'd heard of our online reservation system. Have you used it yet?

Made for you

Use it! SIRTa is a convenient way to reserve trips without waiting on the phone. Like regular users, you'll appreciate the convenience of being able to reserve occasional and regular trips and view all your confirmed trips for the next seven days.



Our customers have spoken

We're paying attention to these suggestions for improvements pointed by our clients:

- Ability to geolocate vehicles during trips
- Ability to make reservations outside of Montréal

Did you know that...

- You can now enter **new addresses** in SIRTa, which means no more having to call the customer contact centre if you want to reserve a trip to a new destination.
- In the next version of SIRTa, it will be easier to make **multiple consecutive reservations**.

A secured wheelchair is a safe wheelchair

In accessible taxis

Did you notice the sticker on the left during your most recent trip in an accessible taxi? It was recently put up to show what you should do upon boarding to ensure you have a safe trip.

Securement points

The new diagram shows the four anchoring points (1 to 4) used to secure a wheelchair.



Distance from the dashboard

Also pay attention to the safe distance required between you and the dashboard. There are two additional anchoring points (A and B) located near the back seat to help you maintain this distance.

Upon boarding, if you think that the distance between you and the dashboard is inappropriate, ask the driver to reposition the wheelchair. The driver could use the rear anchoring points.

Ready to ride?

Your wheelchair must be firmly fixed to each of the four anchoring points. If you find that one of the anchors is still unattached, ask the driver to attach it. After that, you'll finally be ready to get going and enjoy the safest possible ride.

And just in case...

Did your trip not meet our safety standards for any reason? We rely on you to let us know of any issues by contacting customer service at [514-280-8211 \(option 4\)](tel:514-280-8211) or by email at transport.adapte@stm.info.



New feature coming soon

Imminent arrival notifications

This service will allow us to notify you of your vehicle's imminent arrival and was recently tested with Transport adapté users. The testing was an important step before the service fully launches this fall.

"Imminent arrival" means that your vehicle is on its way to your location. Customers who took part in the testing noted how much they appreciated receiving this information and how much stress it relieved.



"Imminent arrival messages are useful and reassuring.
This is a convenient service that makes waiting less stressful."

- User



Many vehicles

You may receive imminent arrival notifications by text, phone or email. We are working with our partners in the taxi industry to make the system operational. The common goal is to connect each taxi company to our systems, which is no small task.

To date, 97% of our fleet (taxis and minibuses) can be geolocated. After connecting the last taxi company in the coming weeks, we will start offering the imminent arrival notification service to all our customers. We'll let you know as soon as it's ready, so stay tuned!



Have you updated your customer file?

The launch of our new imminent arrival notification tool will be a perfect opportunity to add your cell phone number to your file. By doing so, you'll be able to receive this useful information.

Do you need to update any other information?

You may make changes to your customer file by calling **514-280-8211 (option 4)**.

Students, renew online

You have until October 31 to renew or order your photo ID OPUS card. Remember, as this is what makes you eligible for the reduced fare.

New : Transport adapté customers who are eligible for the reduced student fare may renew or order their photo ID OPUS cards from home, if they attend one of the 12 cegeps or seven universities that allow you to do so through their institutional websites.

Go to stm.info/students to find out if your school is on the list, then proceed from there with your Transport adapté card number on hand.

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.