

TRANSPORT

CONTACT



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Departure time and arrival time

It's hard to plan your timetable down to the minute when you use public transit. Good planning is nevertheless the key to getting to your destination unruffled and on time.

When you request transportation, specifying your desired departure time, have in mind that the driver will probably pick up other passenger along.

So if you have a doctor's appointment, the best way of securing your arrival would be to make your reservation based on your target arrival time, to make sure you get there on time.

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Newsletter for
Transport adapté
customers

- MARCH -
2019

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



The reservations agent will give you a departure time that corresponds to your requested arrival time.

Before you request transportation, you need to take into account the opening and closing hours and statutory holiday hours at your destination. If you are meeting someone in a public building, you may also be better off reserving an arrival time 15 to 30 minutes after the doors open at your destination, to avoid having to wait outside if you get there earlier than planned.

Planning your trip is the right way to go!

Before reserving a trip online via SIRTA or by telephone, make sure you have the following information at hand:

- Your Transport adapté (paratransit) customer number
- The exact addresses of your departure and arrival locations
- The desired arrival and return times
- Whether or not someone will be accompanying you
- The type of mobility aid you will be using, including the one for the accompanying person if needed

Your place on board

Given the nature of our paratransit service, although your place is guaranteed, your seat will be assigned by the driver. We cannot guarantee you a specific location or seat.

For the safety and well-being of all passengers, the driver takes into account the people to be picked up next, as well as the physical limitations and mobility aids of the passengers.

The driver's tablet gives an overview of the route, along with the positions assigned to the passengers so they won't have to change seats before they reach their destination.

Even though the drivers would like to please everyone aboard, they doesn't always have the freedom to assign you your preferred seat.



When making a reservation, how can I know whether others riders will be travelling with me?

Taking care of more than 10,000 trips a day is a real challenge!

When planning all trips, we take into account a variety of parameters related to the specific travel conditions for each rider, within the planned travel window.

To meet demand, we coordinate each rider's confirmed boarding timeframe with several other trips. In order to optimize, we may make certain changes to this type of pairing a few hours before a trip. That's why, when you make your reservation, we are unable to let you know whether you will be riding with other people.

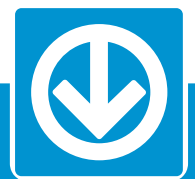
More reasons to try the regular system

Investing in tomorrow's system

We are gradually improving our facilities to meet our users' needs. The métro network now includes 14 universally accessible stations. By the end of the year, the Bonaventure station will be accessible from the street level thanks to the addition of elevators. You can track changes in our network's accessibility on the stm.info/en/elevators page.

Newly accessible station on the Green line

Located in the eastern part of the city, Honoré-Beaugrand station is now universally accessible, thanks to the addition of elevators. This is the second fully accessible station on the Green line, after Lionel-Groulx. As of next year, Viau and Berri-UQAM stations on the Green line will be equipped with elevators.



Wheelchair users who get on at Honoré-Beaugrand station can access the Orange line by transferring at Lionel-Groulx station.

Berri-UQAM station's Green line platforms are not currently equipped with elevators. However, the station's Orange line platforms are accessible from street level.

Free for your travel companion

On the regular system, your travel companion rides free-of-charge upon presentation of your OPUS Transport adapté (paratransit) card.



Espace client booths

These customer service points are accessible from opening to closing time of the métro stations where they are located, seven days a week. They are situated near the turnstiles. Seven of them are now accessible, including the one at Honoré-Beaugrand station.

If you want to replace a defective or lost OPUS card, just go to one of our seven Espace client booths, where you can be issued a new card in a matter of minutes. That means you don't have to call Customer Service for a replacement card and wait for it to be mailed to you.

See the stm.info/en/espace-client web page for a full list of Espace client booths.



New on SIRTA

Reserve for a new address

Tired of waiting long minutes on the phone to make a reservation?

Try our online reservation service!

Our videos help you familiarize yourself with the online reservation process. In just a few minutes, you'll be ready to make your first reservation. Don't wait — it's really convenient!

Go to stm.info/en/reservation

Exclusive offer

Planning to enjoy a movie?

Take advantage of our offer, by presenting your OPUS card.

Cinéma Beaubien

10% discount on your admission and at the snack bar.

Details at stm.info/en/beaubien-theater



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