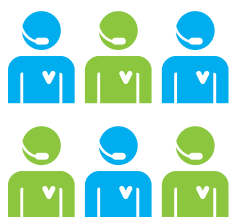


TRANSPORT CONTACT

SPECIAL EDITION



Back to school: A busy time for our call centre

You have noticed it and told us about it: call centre wait times are longer than usual.

Traditionally, the first weeks in fall are the busiest of the year for Transport adapté. Many customers take up new activities, which means a higher number of rides being requested.

We are closely monitoring the situation at our call centre, and our employees are answering calls from customers in priority to reduce wait times.



A solution for improving the situation

Have you thought about using SIRTA, our online reservation service? If you have access to an internet connection, you could use SIRTA to:

- Reserve a ride within STM's operating area to a destination recorded in your travel history or in the list of public locations;
- Cancel a ride;
- Review your list or reserved trips and confirmed arrival times, for both regular and occasional rides;
- Request a regular transportation schedule.

Are you unfamiliar with SIRTA, but would still like to try it? Go to stm.info, in the section dedicated to paratransit services (Transport adapté). There, you will find a document that outlines the steps you must take to use SIRTA along with a video that illustrates the process.



If you would like some assistance for your first such reservation, do not hesitate to ask for it from customer service (option 4) or from the reservation centre (option 1). One of our employees will call you back to help you. You may also write us at: TA.AideClient@stm.info. You will see how easy SIRTA is to use and how it will help you save time.

Other options to consider



The wait time varies depending on the day and time of the call. Generally, we have fewer calls between 12 noon and 4 p.m. If you can phone us during that period, your wait time could be shorter.

It is also possible to use the automated services by calling 514-280-8211, option 3.

This interactive voice response system allows you to:

- request an occasional two-way trip;
- request an occasional one-way trip;
- cancel a trip and temporarily interrupt regular trips;
- report a delay;
- confirm or view your trips.

Would you like to learn more about this service? Go to the Paratransit web page.



Even more contacts

Over the next few months, your Transport Contact will get a facelift and will be sent to you more frequently. We are also preparing an electronic edition, which will allow us to communicate with you even more rapidly.