

Vigilant driver comes to aid of customer

Christian Dumont is an experienced driver. After 9 years of driving STM buses, he has now spent the last 11 as a paratransit driver. “I love paratransit,” he says. “We build ties with customers, which is different from the bus and métro.”

It was precisely that experience that raised alarm bells for him when, earlier this summer, one of his customers was nowhere to be seen when he arrived to pick her up. “She wasn’t there waiting for me. I rang her doorbell as usual and got no response. Then, I knocked at the back door. Still nothing. My gut told me that something wasn’t right.”

In this type of situation, paratransit drivers usually report the customer absence to our control centre, then wait for new instructions before continuing along their route. But this

time, Christian also told them how reliable this customer usually was and that he was concerned for her well-being.

Trusting Christian’s intuition, the control centre dispatched one of our operations supervisors, who went on site and informed one of the customer’s loved ones of the situation. Once that person arrived, Christian’s worries were confirmed: the customer was found lying on the floor, and emergency services were called to the scene.

Christian has not personally seen that customer since the incident, but at the time of this interview, he had just learned that she had started travelling with us again. “I was so happy. She must be doing better,” he said.

Good habits and good opportunities

Providing door-to-door service gives our drivers the chance to talk to you, even if just for a moment. This builds relationships over the course of your trips, which lets them get to know you better and, importantly, learn your habits and routines.

As you can see from this story and its happy ending, when you use our paratransit services you also get vigilant drivers who care.



Christian Dumont

New lower rates for AB 1-trip fares

If you are planning a paratransit trip between zones A and B in the next few days, please note that the Autorité régionale de transport métropolitain (ARTM) has lowered the price of AB 1-trip fares as of October 1:

		Price before October 1	Price as of October 1	Reduction
Regular fare	AB 1-trip paid in cash	\$4.50	\$4.25	\$0.25
	AB 1-trip with ticket	\$5.25	\$4.50	\$0.75
Reduced fare	AB 1-trip paid in cash	\$3.00	\$2.75	\$0.25
	AB 1-trip with ticket	\$3.75	\$3.00	\$0.75

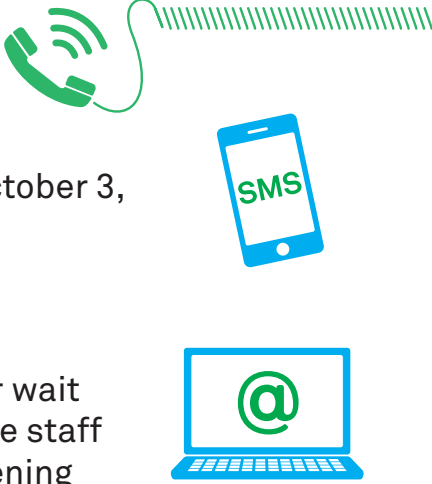
Reminder : Zone A = agglomeration of Montréal;  
Zone B = agglomeration of Longueuil and City of Laval

New customer contact centre hours

As mentioned in our “word from the director,” as of October 3, our call centre hours have been extended to 7 p.m.

To reach the call centre, dial 514-280-8211 and select option 1

Remember to call as early in the day as possible. Your wait time will be shorter during the day since we have more staff available. Wait times tend to be longer later in the evening when fewer people are working.



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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TRANSPORT CONTACT

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A word from the director of Transport adapté

Dear Transport adapté customers,  
  
The last few weeks have been an emotional time for us all. You have seen firsthand the impact of the measures we had to take regarding non-essential travel companions and trips in the larger metropolitan area.

Since the end of the summer, our Transport adapté team has been working tirelessly with the taxi industry and key STM partners on revising our taxi contract.

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Newsletter for Transport adapté customers

NOVEMBER 2022

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

Courrier Poste Publication Numéro de convention 40015715



The improvements made to the contract have helped us to keep the taxi drivers we have and recruit new ones to overcome the shortage. Our goal was finding solutions to quickly return to our zero refusal policy and provide you with transportation whenever you request our services.

I want to thank you, our valued customers, for your understanding during this period. I also want to acknowledge the teams who have been and continue to show up every day, even when times are tougher.

Since late September, a great deal of training has taken place, and we've managed to boost the number of taxi drivers through our recruitment efforts. This has enabled us to lift some measures. For instance, we are once again allowing non-essential travel companions and now

offer more trips in the larger metropolitan area.

We still need to work on making sure these conditions are lasting, but for now, I can say that I am confident in where we stand.

**We are listening**

On October 3, in response to the feedback that we had received from many customers and the disabled community, we extended our call centre's closing time from 5 p.m. to 7 p.m. In addition, you can still make reservations with SIRTa up until 9 p.m. the night before your trip.

This is only the beginning of our efforts to find sustainable ways to meet your expectations and honour our commitments to you. With that, we wish all our valued customers and team members a peaceful rest of the year.

**Transportation-related injuries: Think it can't happen to you?**

Did you know? Customer injuries are actually far too common during trips, both inside and outside our vehicles. From early this year to September, we counted about a hundred such incidents.

**How do customers get injured inside vehicles?**

Most injuries occur when customer:

- Move from their mobility aid to their seat in the vehicle.
- Fall while boarding, exiting or walking inside a vehicle.
- Go up minibus steps or ramps, with or without a mobility aid.
- Get up from their seat before the vehicle has fully stopped.

To avoid falls on board vehicles, it is important to:

- Wait for the vehicle to come to a full stop before getting up.
- Wait until the driver is standing by to help you when moving from your mobility aid to the vehicle seat.

**How do customers get injured outside vehicles?**

In most cases, the main cause of customer injury outside vehicles is falling while moving between the vehicle and the door of the pick-up or drop-off location.



I simply cannot say it enough—thank you!

**Chantal Fortier**  
Director, Transport adapté  
Société de transport de Montréal (STM)

For the most up-to-date information on this situation, visit the dedicated page on our website.

[stm.info/en/taxidriver](https://stm.info/en/taxidriver)

**How can we prevent these incidents?**

Drivers are obligated to accompany you from door to door. This is an important part of their job. As a customer, you also have a role to play in protecting yourself from injury, by doing the following:

- Make sure that the path between the door to your home and your vehicle pick-up location is as safe as possible (shovelled and salted, etc.).
- If there is any roadwork blocking your home's pick-up location, let us know when you make your reservation, so that the driver can be notified.
- When boarding, wait at the door for the driver to come get you and help you into the vehicle.
- Always give drivers any relevant information about your current condition, so that they can take the necessary precautions when accompanying you to the vehicle and driving you to your destination.
- You can always ask your driver for additional help, at any stage of the trip, until you reach your seat in the vehicle or during drop-off.
- During drop-off, wait for the driver to open the door for you and help you to your door.

We understand that your condition may change over time. Please notify customer service of any changes to be made to your file. This will help us offer you better service.

**By the numbers**

60% of injury incidents occur outside the vehicle. Of those incident:

- 60% occur at home.
- 63% occur during boarding.

