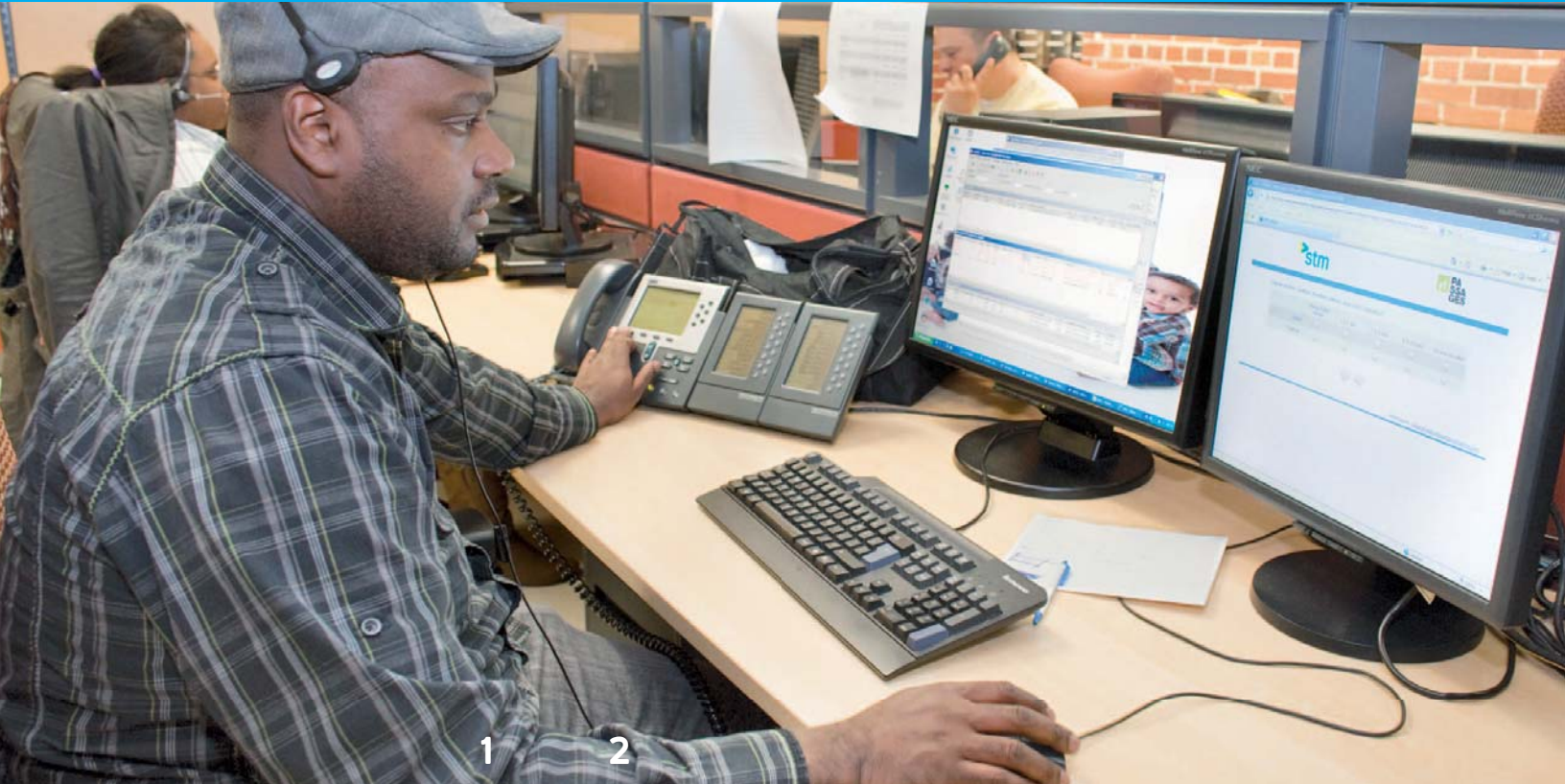


THERE TO HELP..

Telephone, email, Internet... no matter the method,
the employees of Transport adapté are there for you!

➤ TRANSPORT CONTACT



Courrier Poste Publication Numéro de convention 40015715

Communication and
information newsletter
for paratransit
service users

JULY 2011

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

Have a question? Customer Service will answer it!

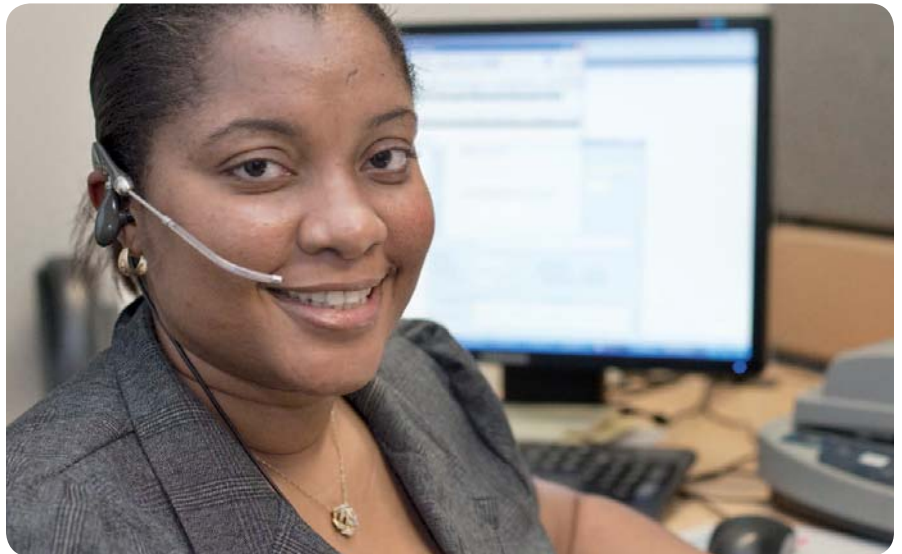
Have a question about paratransit operations, fares, the territory covered by service or about mobility aids? Not quite sure whom to contact? No matter what your question, don't hesitate to call Paratransit Customer Service. [Opposite, Woody Desanges, Customer Service agent.](#)

PARATRANSIT INFORMATION SESSIONS

OUR ADVISORS COME TO YOU!

Would your group or organization like to know more about the services offered by Transport adapté? Information sessions can be arranged with Customer Service advisors.

To find out more, call Customer Service at 514 280-8211, option 4



The most important thing at Customer Service is customer satisfaction. They can also assist you with updating your file, such as changes of address or telephone number, changes to your mobility aids, or updating your personal contact information. They also take your comments and pass them on to management.

But the role of customer service employees doesn't stop there! They can also assist you with updating your file, such as changes of address or telephone number, changes to your mobility aids, or updating your personal contact information.

To serve you even better, Customer Service advisors can represent paratransit clients in their dealings with health professionals, rehabilitation centres for the physically or intellectually impaired, and the disabled community. **The people at Customer Service are there for you. Don't hesitate to call on them!**

The employees at Info-déplacements have more than one trick up their sleeves!



When you call option 2 to find out the status of your transportation, you hear the employee respond: “Bonjour, transport adapté, how can I help you? Your vehicle hasn’t arrived? I’ll check, one moment please.”

At this point, you’re put on hold. You might ask yourself: What’s going on here? Are they taking care of me? Have they forgotten me? Of course not!

From that moment on, the employee takes action, starting by checking the details of your trip on the computer. He then determines the location of the vehicle that should have picked you up. If the vehicle is stuck in traffic, the employee can contact either one of 15 taxi companies providing paratransit service to the STM or our dispatch centre for a minibus, in order to find another

vehicle to quickly meet with you at your pick-up location. Once equipped with all the details, the employee comes back on the line and gives you the answer.

Quickly and efficiently, the members of the Info-déplacements team analyze and confirm the various options and make the best decisions for your trip. So the next time you call Info-déplacements and you’re put on hold, tell yourself: **They’re taking care of me!**

A WORD FROM MARIE TURCOTTE



Hello everyone,

It gives me great pleasure to write these few lines to you. I am taking advantage of this opportunity to underline the importance of letting the STM know about your experience riding with public transit, whether by paratransit or on the bus and métro network. For a few years now, we have been investing additional resources in paratransit. We are focused on a “zero refusal” target for trip requests on the island of Montréal and for metropolitan trips. This increase in the service offer must occur while still ensuring a high quality of service in areas such as vehicle punctuality, driver courtesy, etc.

With regard to accessibility to the bus and métro network for citizens with functional limitations, we are continuing to implement various measures so as to respond adequately to their needs (employee training, communications, accessibility to métro stations and buses, etc.)

Whether you use paratransit or the buses and métro, it is very important that we receive your comments. For paratransit, you should call 514 280-8211, option 4, and for the bus and métro network, 514 786-4636, option 4, then option 1. Your comments enable us to validate our good practices and identify aspects that need improvement. So, the more we receive comments, the more we can quickly make the necessary adjustments, if possible. In short, alone we go faster, but together we go farther!

In closing, I hope you have a great summer!

Marie Turcotte
STM paratransit
users' representative

WHO DO WE CALL IN CASE OF EMERGENCY?

No one would wish it, but an emergency could occur at any time.

Emergency occurs when you are on a paratransit vehicle or at your departure or arrival point, we have the number of the person to call as recorded in your paratransit file. But is this number still valid?

It's a very good idea to advise us each time there is a change in the person to call in case of emergency. You can make this change using the form entitled "Emergency contact information update", which is available in the *Forms* section of the Paratransit Web site.

Clients who prefer to make this update by telephone can do so by calling Customer Service at **514 280-8211, option 4**.



Your paratransit identity card

As a paratransit client, you have an identity card containing your photo and file number.

But did you know that this card also allows your escort to travel free when you take the bus or métro?

It's simple: when you pay your fare, just show your card to the bus driver or to the fare collector at the métro booth. The person accompanying you then travels for free. This escort privilege is valid on all bus and métro lines.

We should remind you, however, that an escort on paratransit must be authorized in advance.



Above and opposite:
two card types in
circulation

A BREATH OF FRESH AIR IN MINIBUSES THIS SUMMER

As we announced in the December issue of *Transport Contact*, the new paratransit minibuses promise increased comfort with their improved suspension and air-conditioning.

For your comfort, the 14 new minibuses will be equipped with air suspension. We will also take advantage of the delivery of these new vehicles to test the air-conditioning and assess this option in minibuses as well as in regular buses.

On coming weeks, clients will perhaps see STM representatives aboard some minibuses as part of these trials. These representatives might ask you some questions on the air-conditioning. We ask that you answer their questions, as it will help us to have your opinion.



PARATRANSIT BY THE NUMBERS: STILL ON THE RISE!

Increase in clients

At the end of 2010, there were 21 042 clients using paratransit. On average, admissions have risen by 8% per year.

Increase in trips

The number of trips has also gone up, having increased by more than 10% over 2009. In 2010, Transport adapté provided over 2.68 million rides.

Increase in calls

More clients contacted the call centre in 2010. We handled more than 786 000 calls to co-ordinate your trips, whether it was concerning your reservations or to assist you at Info-déplacements (option 2). Despite this increase of 12% in the number of calls compared to last year, our call-back rate by some 30%, and our waiting time has improved by some 27%.

However, in spite of these notable improvements, access to the lines and the waiting time remain major concerns to us. We are continuing our efforts in 2011 to keep improving our call centre performance. Rest assured that the paratransit team will not diminish its efforts to continually improve the quality of these essential services.

Increased satisfaction

With more clients, more trips and more calls, our clients give us a rating satisfaction of 94%, and more than 95% say they appreciate the courtesy of our personnel. In that vein, it should also be noted that we are seeing an increase in comments...congratulatory ones! Now that's refreshing!

We've only just begun...

...just like the words in the popular song. And the need for service will only continue to grow. Our estimates indicate that between now and 2020 we will see an increase of more than 60% in trips. This means that the number of trips will rise from 2.7 million in 2010 to 4.3 million in 2020.



To handle the growth in demand from new clients in 2010, the admissions committee had to meet 90 times to review 6 318 request files. No doubt about it, they're earning their keep! **Opposite, members caught in the middle of a working session.** From left to right: Colette Tremblay, Gilles Vaillancourt, Michel Massé, Lise Séguin and Jean-Marie Grenier.

MORE GOOD NEWS ELEVATORS IN THE MÉTRO

There are now elevators in seven métro stations. This is good news with regard to accessibility for people with reduced mobility.

Understandably it can be very disappointing for a person in a wheelchair to arrive at the door of a métro station only to discover that the elevator is out of order!

This is why the STM is now providing information on the Internet regarding the service status of the elevators in the métro.

Our clients can now find out if their elevator is working the information before leaving the house. This information is available on the home page of the STM's site at www.stm.info.

Or, if clients prefer, they can also obtain the information by telephone in the section "Events and renovation work in your métro station" on the STM-INFO line.

To reach the STM-INFO line, call 514 786-4636 and select option 2, then option 4. Remember, the accessible stations are :

Montmorency
De la Concorde
Cartier
Berri-UQAM
Henri-Bourassa
Lionel-Groulx
Côte-Vertu





Status

MÉTRO

ELEVATOR

?

(1/1) **Montmorency Station** : The elevator between street level and the fare collector's level is out of order from May 25 at 9 a.m. to May 25 at 1 p.m.



HELP US

REQUESTS FOR GROUP TRANSPORTATION

Make your request at least 10 days in advance! The request form is available in the *Forms* section of our Web site: www.stm.info/t-adapte.

Or by telephone from Customer Service: **514 280-8211, option 4.**

Complete this form and send it to us by fax: **514 280-5317** or by email: groupe.ta@stm.info.

Advise us prior to the departure date if the outing is cancelled.

You must use a vehicle other than a paratransit vehicle to transport luggage that travellers cannot handle themselves.

MOVING? Don't forget your change of address!

Avoid unpleasant surprises with your regular schedule by making your address change as early as possible. The STM will adjust your schedule to your new home address.

Call Customer Service at :
514-280-8211, option 4.

Or use the [Change of address form](#) in the *Forms* section of our Web site: www.stm.info/t-adapte.

DAY CAMP Submit your request for transportation early!



The camp season is approaching. Reserve your child's trips at least seven days in advance. Here is the procedure to follow. The reservation form is available from two sources:

On our Web site

www.stm.info/t-adapte/formulaires

From Customer Service

514 280-8211, option 4

Return the completed form using one of the following methods:

Fax

514 280-6313

And now, by email

TA.Campdejour@stm.info

Call for confirmation two days prior to the first trip at the usual number:

514 280-8211, option 2

If you're using email, you must complete the form, save it on your computer and then send it to us at the above email address as an attachment. We will confirm your transportation times to you by email.

Naturally, you can also make a request for camp transportation via our call centre. Have a good summer!

GOING ON VACATION? THINK OF US!

Remember to temporarily suspend your regular trips before you leave. It's quick and easy, with your choice of two options:

Using the automated services:

514 280-8211, option 3

By speaking with an agent:

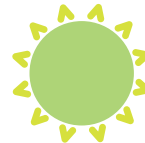
514 280-8211, option 2

You can suspend your regular transportation schedule for a maximum of eight weeks. Call us as soon as you know your vacation dates.

By eliminating unnecessary trips for our vehicles, seats become available for other clients.

**You've reserved a trip and
no longer need it?**

**Please cancel it as soon
as possible!**



TO REACH US

A single number to remember

Telephone **514 280-8211**

Requests for group transportation

Fax **514 280-5317**

E-mail groupe.ta@stm.info

Teletype for hearing-impaired clients

(TTY) **514 280-5308**

Requests for regular transportation and advance requests for transportation

Fax **514 280-6313**

Web Site www.stm.info

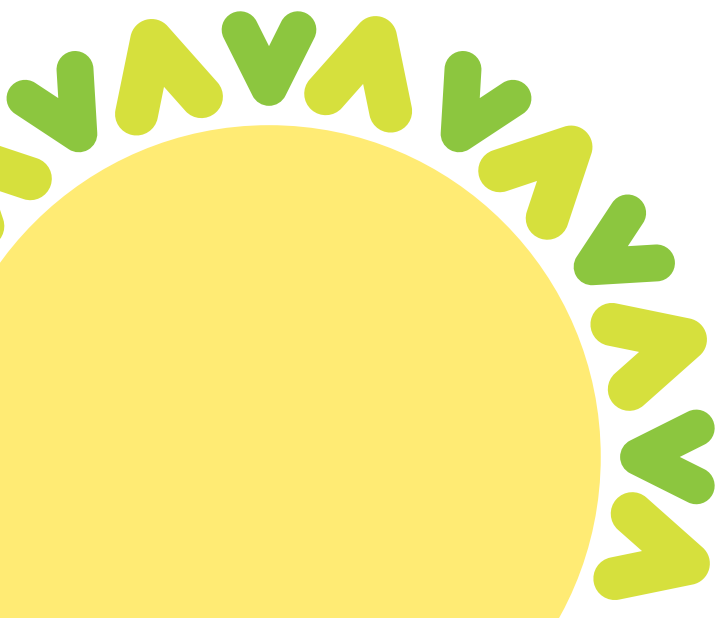
Customer Service

E-mail transport.adapte@stm.info

Preferred addresses

E-mail adresses.favourites@stm.info

HAVE A NICE SUMMER!



TRANSPORT CONTACT

STM

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