

TRANSPORT

# CONTACT



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## Opening the way for accessibility

### Marie Turcotte, a shining example of commitment

Since 2002, Marie Turcotte has been a member of STM's board of directors, representing Transport adapté customers. She is leaving her seat on the board this month to take on new challenges, namely as director general of Ex aequo, a position she has held for a year now.

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Newsletter for  
Transport adapté  
customers

DECEMBER  
2017

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She also uses paratransit services. Perhaps you have met her and had the chance to chat with her along the way. If so, no doubt you have noticed her charisma and commitment to advocating for the rights of disabled customers.

### **A long-standing determination!**

When she began her tenure on STM's board of directors, we had just rolled out the new fare sales and collection equipment. As part of her new duties, Ms. Turcotte lent her support to ensuring that equipment was also adapted. It was certainly a step in the right direction, but there were still some shortcomings. She then initiated the creation of a universal access subcommittee, that she would also chair. Her first task was to develop a corporate policy on universal access.

A few years later, when the project to replace the trains finally happened, we saw an opportunity to include accessibility in that major project from day one. From then on, the project's development took into consideration the needs of all our customers, particularly of those with functional limitations. As a result, AZUR trains are universally accessible.

### **Going further still**

Over the years, Marie Turcotte has successfully promoted her ideas to improve access to public transit. Looking back on all the ground covered since, we asked her what gave her the most pride: « Having raised awareness among senior management and company officers with regards to the importance of not turning down requests for paratransit rides made the previous day, this despite the fact that since 2013, the Ministry of Transport, Sustainable Mobility and Transportation Electrification no longer helps STM fund the significant increase in demand for service. » Ms. Turcotte can certainly say « mission accomplished! »

Because of her knowledge of the environment and, in the wake of her suggestions, she also contributed to several large-scale projects aimed at improving the quality of service, including: SIRTÀ (our online reservation system), our mystery customer program, our process for welcoming new customers, and, in the final stages of 2018, EXTRA Connecte that will alert you about your vehicle's imminent arrival. Just a few of the many examples that helped to significantly increase our customers' satisfaction.

Thanks to her determination, Marie Turcotte strongly promoted the development of universal access throughout STM's transit system, and it is now central to all decisions.

# Door-to-door, with peace of mind

At Transport adapté, we put your safety at the top of our list of priorities. [See how your driver makes sure you reach your destination with peace of mind.](#)

At the drop-off point at your destination, your driver will offer you assistance to exit the vehicle, while respecting your autonomy, and accompany you to the door.

You can get aboard and exit the vehicle without any help? Our driver is still required to accompany you. By walking next to you, he or she can make sure there are not obstacles in the way. On those snowy or rainy days, streets and sidewalks can easily become slippery. By staying by your side, our driver can prevent you from potentially falling.

Your driver can open the door in public places where doors are often heavier and more difficult to open. At your home, the driver can wait by the door to make sure you have entered, before leaving, knowing that you are back inside safely.

It should be reassuring to know that you are not alone, especially if there is bad weather or if we're coming home late.



## Ready for winter?

From one year to the next, we sometimes forget the impact of all that beautiful snow that blankets the city. It can affect and delay getting around for several days. At Transport adapté, we're used to it! During bad weather, we put all our efforts toward avoiding any disruptions to service.

So, let's remind ourselves of these little tips that will help in dealing with the coming winter season.

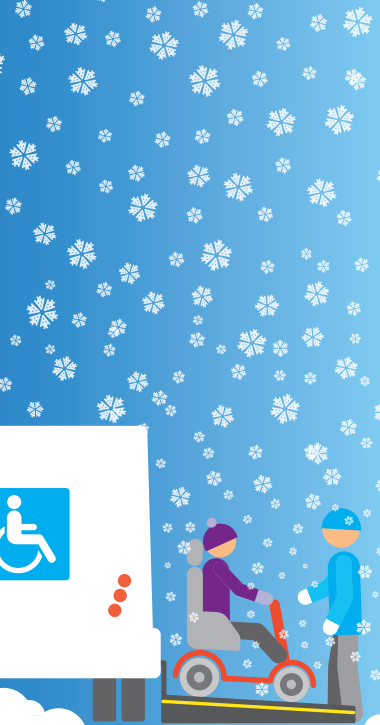
### Let's make it easier on ourselves

Delays and longer than usual travel times should be expected when there are snowstorms and in the days that follow. If you feel that conditions are less than optimal for heading outside, consider cancelling your ride as soon as possible.

If you are still going out, help us make your ride easier by making sure your entrance is cleared of snow so that our driver may reach your door. Accesses should also be cleared at your destination.

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Also, be advised that, in order to accommodate the greatest number of paratransit service users, the reservations' agent may suggest that you put off your transportation to later, when it is less busy.

## Accessible bus service maintained during bad weather

Regardless of outdoor conditions, accessible bus service is maintained. However, when looking outside, if you see that sidewalks and streets are icy or covered with snow, it may prove difficult, if not impossible, to safely extend the bus ramp. Go to the [stm.info](http://stm.info) website when conditions are uncertain. There, you'll find messages for wheelchair users in a blue box. Avoid having a bad experience on the road by taking the time to get all the information before leaving.



## Schedule for the Holidays

Operating hours will be extended from December 24, 2017 to January 2, 2018 inclusively.

Also, to celebrate the coming New Year in style, service on New Year's Eve will be available all night into New Year's Day.

**Details at [stm.info/en/paratransit-hours](http://stm.info/en/paratransit-hours)**

## Do your shopping online

Find an original gift featuring the colours of public transit.



**Boutiquestm.com**

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