

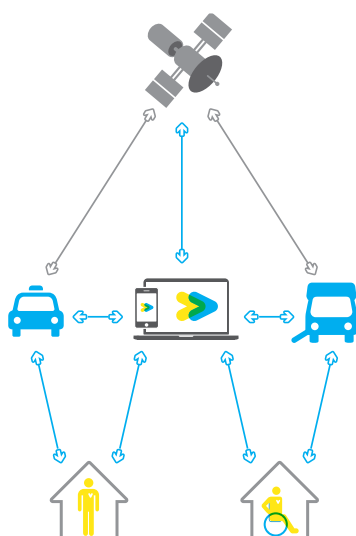
TRANSPORT

CONTACT



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Tracking rides in real time thanks to EXTRA Connecte

Transport adapté is modernizing its ways and EXTRA Connecte will soon reach the next phase.

Indeed, in coming weeks, Transport adapté minibuses will be equipped with tablets with a communications and navigational aid system. Over the next year, the various taxi companies ensuring paratransit service will also be connected. This upgrade will let us track Transport adapté minibuses and taxis throughout our network in real time. In the end, it will let us inform you of your vehicle's imminent arrival. This should be possible around the end of 2018, once the bugs are worked out of the system.

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Newsletter for
Transport adapté
customers

**OCTOBER
2017**

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

Courrier Poste Publication Numéro de convention 40015715



Happy with our reminders for your rides?

For the past few months now, thanks to EXTRA Connecte, you can take advantage of our reminders for your rides the next day. You could also receive another type of reminder, following a late cancellation. Or you could be notified in the event a trip must be cancelled for reasons beyond our control, like a broken water main.

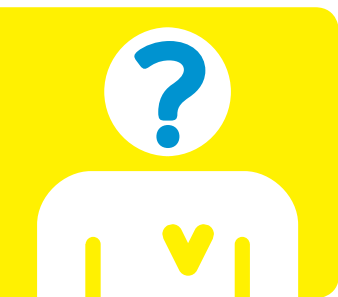
Did you know that you can receive confirmation for your rides by email or text message?

It's convenient, as you can refer to it without having to take notes.

You have questions or want to change the way you receive your reminders? Write us at extra@stm.info or call customer service at 514 280-8211 (option 4).



Mystery customer



Perhaps you have never seen them, and yet, there are many who ride our network each day to evaluate the quality of our service. Who? Mystery customers.

Transport adapté has put a lot of effort into improving the customer experience. Among the various means at our disposal to assess the quality of service provided during your taxi rides, we refer to observations made by mystery customers since 2010.

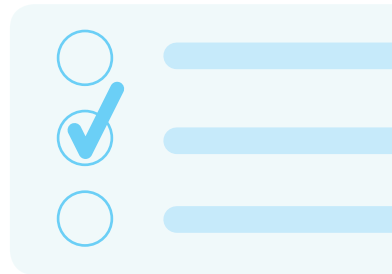
A mystery, or undercover, customer is a fake customer sent by a firm specialized in measuring the quality of service

How does a mystery customer evaluate the quality of service?

Every aspect of the customer experience, from boarding to arriving safely at destination is taken into account. Using an evaluation chart, these mystery customers answer a questionnaire by giving objective and factual information about what they observe during their ride.

A typical evaluation consists of answering 24 questions measuring the following aspects of service:

- The driver's courtesy
- The vehicle's comfort and cleanliness
- Safety
- Compliance with proper work methods during boarding and disembarking
- Punctuality
- Compliance with fare control (taxi meters and forms of customer payment)



Rides by mystery customers are random, but they can also be targeted when we want to assess the quality of some drivers so that we may take action. This approach allows us, for example, to check on a situation, anonymously, following a complaint lodged with customer service.

Our mystery customer program falls in line with our efforts to continuously improve the quality of service and, since it was established, we have noted a significant improvement in results.

Together toward improving service

Can we improve the way we welcome new customers? How do we improve SIRTÀ, our online reservation system? These are only some of the topics that will be discussed at the table by members of the Comité consultatif des usagers transporteurs (CUT), presented below:

Front row: **Josée Boyer**, representing customers with visual limitations, **Gérald Brûlé**, STM manager, **André Lavallée**, representing customers with language/speech or organic limitations, **Josélito Roia**, representing customers with motor limitations.

Back row: **Michel Lavoie**, STM manager, **Suzana Iczkovits**, paratransit advisor, STM, **Chantal Fortier**, STM manager, **Renaud Drolet**, STM manager, **Serge Poulin**, director general, RUTA, **Fahima Boumaiza**, RUTA, **Marie-Claude Lareau**, representing senior customers, **Caroline Lévesque**, representing customers with intellectual disabilities, **Julie Cadieux**, universal access advisor, STM, **Alain Rochon**, STM manager, **Mario Gagnon**, Transport adapté director, STM.





Since it was established in 1985, the CUT's mandate is to provide opinions about how STM organizes transportation services for people with functional limitations.

A variety of topics are up for discussion and determined with the disabled community. Meetings by the CUT help us to improve and work more closely to enhance Transport adapté service and improve how we welcome new customers.

Care to share about your requirements in terms of mobility with public transit? The Regroupement des usagers du transport adapté et accessible de l'île de Montréal (RUTA) watches out for the best interests of people with functional limitations with regards to public transit.

Would you like to join RUTA as a member?
Call them at 514 255-0765.

New benefits with your OPUS card

Enjoy our 1 month free promotion now

This offer is valid with all new subscriptions to *OPUS à l'année* at the full fare only.

The convenience of an annual fare subscription

OPUS à l'année, our annual fare program, is now offered on reduced fares for the 65 and over.

Good news for students!

Students aged 26 and over can now enjoy a 40% discount each month.

Indeed, since September 1, all full-time students are entitled to pay the reduced fare, regardless of their age.

Details at stm.info

Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at stm.info/transportcontact 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.

1 MONTH FREE*
FOR A LIMITED TIME



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