

TRANSPORT

CONTACT



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Building an accessible network together

Last December, the STM Board of Directors had the pleasure of welcoming Laurence Parent as a representative of Paratransit customers.

In addition to her multiple commitments, Ms. Parent is pursuing her PhD in Humanities at Concordia University. She has been interested in the accessibility of public transit for a long time and has travelled in several major cities using public transit.

She also remains tuned in to what customers are experiencing on our network on a daily basis in order to correctly perform her functions at the STM.

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Newsletter for
Transport adapté
customers

- MARCH -
2018

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



Laurence Parent arrived in Montreal twelve years ago. Since then, she has seen improvements in the service in several aspects: “At the time, there was no Internet reservation service. Furthermore, it was common to be denied transportation when calling the day before traveling. The implementation of SIRTÀ, the online booking system, allowed me to save a great deal of time on bookings.”

The regular network also had a major impact on her ability to travel, including the addition of elevators in the métro and low-floor buses with a ramp, amongst others.

Looking to the future

Her new duties at the STM are an opportunity for her to contribute to a number of issues that she considers priorities: “There is a real need for funding. We also need to increase the provision of Paratransit options to meet the needs of customers and continue to invest in universal accessibility.” She also wants SIRTÀ to become more accessible and user-friendly.

Her vision for tomorrow’s public transit

A network where paratransit and so called regular transit become one and the same: “We need a network where people with disabilities and senior citizens can combine the use of Transport adapté, buses and métro to travel.

In the shorter term, the EXTRA Connecte project will enhance customer experience by allowing Transport adapté to track real-time buses and taxis and ultimately notify customers of the impending arrival of their vehicle.”

With her involvement and commitment to universal accessibility, Laurence Parent will undoubtedly contribute to the evolution of Transport adapté.

EXTRA CONNECTE



How can I help you?

We will answer all your questions concerning fare collections

Customer service employees are regularly asked about fare collections. Nameer, an officer in the Transport adapté department, reminds you of a few guidelines for a smooth journey.

Valid fares for Transport adapté

Your OPUS card has two functions. It will first identify you during each one of your Transport adapté trips. You can also use it to pay for your transit, but you must have a weekly, monthly or 4-month pass.

You also have the option of paying in cash, but your driver doesn't give change.

On board taxis and minibuses, your companion must also pay for the pass unless it is specified in your file that a companion is mandatory.

On the regular network, a companion can travel free of charge at your side at any time upon presentation of your OPUS paratransit ID card.

Do you have any questions on fares and fare collection? Nameer and his colleagues will be happy to answer any questions. 514-280-8211 option 4



Planning for travel is a win-win

Why could my same-day travel request be denied?

Our reservation service always tries to accommodate customers calling for a new same-day booking request. We understand that it is entirely normal to want to travel spontaneously. However, when new bookings cause delays to planned travel, or if the resources are no longer available, we must decline the request.

Same-day changes to the return time

Did you know that almost 7% of trips that we carry out daily were granted on the same day? Of these, approximately one-third are related to medical travel or Municipal Court returns for which the return time could not be honoured for reasons beyond the customer's control.

These situations are unpredictable, and the customer can change their return time to return home.

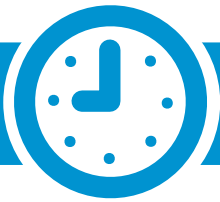
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New same-day travel requests

Same-day travel requests are granted when they can be combined with the cancellation of another customer on that same day. However, when delays already exist, adding customers on the same day causes extra pressure to schedules, resulting in further delays in overall travel.

On some days, we organize over 10,000 trips. This is a complex exercise where the safety and experience of our customers is at the heart of our concerns, because we are committed to providing you with the best service possible.



The best way to travel is to reserve your transit in advance, before 9 p.m. the day before.



Did you know?

Transport adapté «passed the 4 million trips mark in 2017».

More than **31,000 clients** regularly travel and actively participate in the economic and cultural life of Montreal.



STM Exclusive Offer

Studio-théâtre de L'Illusion

Receive a \$2 discount, per ticket, for the show upon presentation of a valid STM pass.

Details at stm.info/en/illusiontheater

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