

TRANSPORT CONTACT



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Newsletter for
Transport adapté
customers

DECEMBER 2015

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

NEW

Buy your transit fares with your computer

Thanks to the *OPUS en ligne* card reader, you no longer have to go anywhere to purchase your transit fares. Using your computer, you can buy your fares or check the fare balance on your OPUS card 24 hours a day, 7 days a week.

Plug in the OPUS card reader and follow the on-screen instructions. As soon as your card is reloaded, it's ready to use. A single card reader will reload the OPUS cards of all family members. **You need a valid email address** and a credit card to use *OPUS en ligne*.



FARES SOLD ONLINE

- > Regular and reduced fare monthly pass
- > Regular and reduced fare Hebdo pass (weekly)
- > Reduced fare 4-month pass

Although the above fares are the only ones accepted for Transport adapté service, customers who also use the bus and métro system will be able to reload their card with all STM fares by the end of 2015.

ORDER YOUR CARD READER TODAY at stm.info/en/opus-en-ligne, for \$14.49 plus taxes, including shipping and handling fees.

Browsing with a screen reader is not available at this time. We are working on finding solutions to make the OPUS en ligne site compliant with AA-level Web Content Accessibility Guidelines.

SIRTA

FAST, SIMPLE AND EFFICIENT

Reserve with just a few clicks!

In the June issue of Transport Contact, Martin Juneau shared his first impressions of SIRTA with us.

The result is a friendly and inspiring interview that is now available online.

Go to stm.info/en/para to see the video showing a customer sharing great tips with us on how to use SIRTA.

You would also like to reserve your transportation online, but you have questions?

Call us at customer service and we will guide you through it.

Like Martin Juneau, you will quickly feel comfortable using SIRTA all the time to reserve your trips.

Avoid waiting on the phone by reserving online at any time

- Reserve occasional transportation or request regular transportation
- Immediately see your confirmed reservations for the next 7 days
- Review your list of regular and occasional trips, regardless of whether those reservations were made online or by telephone.

Since the end of August, we have improved SIRTA, to make it more flexible and user-friendly. Now, you can:

- Add an email address in your customer profile
- See on-screen confirmation of your requests for regular transportation
- Review details of your reservations, such as travel companion, times and mobility aids.

Have you tried the reservation system yet? No need to wait any further, it's so convenient

- Go to the STM website at this address: stm.info/en/para
- Click on "Reserve online"
- Enter your customer number and the password you use for the interactive telephone line. If you are reserving for the first time, you will need to enter your month and date of birth.

To see the online reservations process step-by-step, view the videos available at stm.info/en/para.

Profile of a web-savvy customer

Jessica Lemon leads a very full life. Her days are filled with school, a part-time job, seeing friends and going to the movies.

The young woman of twenty who lives in Verdun is quite familiar with Transport adapté.

She has been using paratransit service for over ten years; when she was younger, her parents would accompany her everywhere. Today, she is much more self-reliant when riding alone with Transport adapté.

Jessica makes most of her reservations with the online service. She travels several times a day in the city and she finds SIRTÀ to be quite convenient, particularly for checking the times for her trips the next day.



“I save a lot of time with SIRTÀ, absolutely!

It’s so much faster and I no longer have to wait on the phone.”

The young woman likes to plan her schedule ahead of time. When she has to make a last-minute trip for a medical follow-up, she calls Transport adapté’s reservations centre. She appreciates the new function where she is given her rank in the call queue. “Now you can decide whether to wait or call back later. Sometimes, even if the queue seems long, you can still get an answer quickly, depending on how many agents are available.”

As for the STM’s bus and métro system, she decided to give it a try one morning after she forgot to reserve a ride with Transport adapté. Her brother accompanied her for that first time, but she quickly felt comfortable enough to take the bus in her neighbourhood.

Since then, in summer, when she finishes work early enough, Jessica cancels her reservation with Transport adapté and takes the bus. “I would like to take the bus and métro more often, so that I can be more spontaneous about getting around.”

Jessica sees new drivers each week. Which ones does she appreciate the most? Those who ask her right from the start if she needs any help to board the bus or exit, while respecting her autonomy and pace.





Why 30 minutes?

The confirmed time for your transportation is the time at which you must be ready to be picked up. The vehicle will show up within the next 30 minutes.

That window for arrival gives us the leeway needed to pair you with other customers who are travelling similar routes.

Having to pick up several customers

While driving an assigned route, your driver will be picking up several customers. To arrange for efficient pairings, the planning team needs this room to manoeuvre. Punctuality is essential, from you and the other customers.

Have you been waiting for more than 30 minutes? Then report it to us right away by calling 514 280-8211 (option 2).



Guaranteed access to phone line and order in call queue given to customer

Your telephone reservations are now simpler to make

Since last July 30, your access to a telephone line is guaranteed and call queue rankings were introduced. Improvements that customers appreciate very much, as they now have better information about how they are moving up the call queue for Transport adapté reservations or customer service. Their rank is updated every two minutes.

We recommend that you call between 8 a.m. and 6 p.m. when there is more staff on hand to take calls. You should indeed be moving up the call queue faster during that time. But what are your alternatives if you don't want to wait on the phone?

- Call back later
- Use SIRTÀ, the online reservation site at stm.info/en/para
- Use the automated services with option 3 on your telephone keypad.

WE MUST ALL PLAY OUR PART!

When a snowstorm is blowing outside, cancelling service is the STM's very last resort. As accessible bus service is maintained during bad weather, similarly, Transport adapté continues to operate despite difficulties with the snow, both on the day of the storm and in the days after.

On the other hand, a number of steps can be taken to ensure we can serve as many customers as possible, even under difficult conditions.

What can you expect during a snowstorm?

- Delays and slower travel times.
- A suggestion from the reservations agent to move your ride to a less busy time.
- Your request for transportation could be refused.

How you can help us

For safety reasons and to limit the number of delays on these days, we are counting on you to cancel your trips if you feel they could take place another day instead, or even during off-peak periods.

If you see that travel conditions are less than ideal and you choose to stay at home, please remember to cancel your transportation as soon as possible.

Service can be disrupted up to 5 days after a snowstorm

Snow removal, regrettably, does not happen overnight throughout all of Montréal's boroughs. That factor alone can be enough for Transport adapté to limit the number of requests for rides it can accept, both on the day of the storm and in the following days.

**IN WINTER,
KEEP
ENTRANCES
CLEAR
OF SNOW**

Snow and ice often make pick-up and drop-off locations difficult to access. Entrance and stairs must also be cleared of snow and ice.

You must also verify that these locations are also clear at your destination. If your entrance or the one where you are going are still snowed in or iced over, please cancel your trip.

SAFETY FIRST



Two safety rules for riding safely in a wheelchair

- ▶ When travelling in a wheelchair, you must wear a seatbelt. Wearing a **seatbelt** just below the abdomen, a pelvic belt, is **actually mandatory**, because the support belts on wheelchairs are designed to hold you in place, but not to protect you in the event of an accident.
- ▶ At all time, your wheelchair must be attached to the four floor anchors (two in front and two in back) inside minibuses and accessible taxis alike. These measures are essential to ensuring your safety. If you see that the four anchoring straps are not attached, make sure to inform your driver right away.



Keep your file up to date

- ▶ In order for us to provide you with the best possible service, please inform us of any change that could impact on your file. For example, if you are using another mobility aid (new wheelchair) or if your medical condition requires adjustments to your travel habits. Notify us if you are moving, changing your telephone number or update the names of people on your list of contacts.
- ▶ Remember, if your admission status is temporary, it is important that you provide all required documents to the admission committee before the expiry date.
- ▶ If you have regular transportation, in other words, you make the same trip repeatedly, to the same destination and at the same time, for at least four weeks in a row, you must inform us in advance of when this reservation will end.

NEW CONTEST



YOU COULD WIN
ONE OF

3 prizes

each one for
free transportation
for 1 month

Go to
concours.stm.info/en/para2016
for more details

The deadline for entering
contest is January 30

Congratulations!

More than 650 of you
have entered our previous
contest.

Congratulations to our
winners who received
their choice of either 1
monthly pass or 30 single
fares.

Bravo to winners

Jacques P.
Grigore C.
Salvatore M.
Jorge G.
Annie B.
Caterrina V.
Sylvie T.
Toufic N.

Stay in touch

Other contests will be
announced in
2016

About Kéroul

Special partner to the Ministère du Tourisme in terms of accessibility, Kéroul is a non-profit organization whose actions aim to make tourism and culture accessible to people with limited physical abilities.

Since 1979, Kéroul has been rating cultural and tourist establishments throughout Québec for their accessibility.

ACCESSIBLE TOURISM

Québec puts much effort into making its tourist sites more accessible for people with a handicap.

Despite the province's immense territory, there is no reason to limit the amount of travel for anyone with an impairment or deprive them of the natural wonders and splendid cultural assets found in all of Québec's diverse regions! With this in mind, Kéroul created *La Route Accessible*, a compendium of over 300 tourist sites and establishments where accessibility for handicapped persons was checked and certified, and whose staff has been trained to welcome anyone with disabilities.

La Route Accessible is a magazine, a collection of inspiring videos and a website that promotes "coups de cœur" or best-of-the-best accessible establishments spread out among Québec's 17 tourist regions, including Montréal's of course!

With *La Route Accessible*, you can find out about cultural and tourist attractions, hotels, accommodations, camping grounds, tourist information offices and restaurants. In addition to these accessible places, there are also related businesses that are essential to disabled tourists while they are travelling, such as orthopaedic services, adapted taxi service and gas stations with service attendants.

You can get a free copy of the magazine by calling Kéroul at **514 252-3104** or by sending an email to infos@keroul.qc.ca. An electronic version is also available on Kéroul's website at larouteaccessible.com. Happy trails!



7 A.M. TO 9 P.M. 7 DAYS A WEEK

Simplified business hours for the reservation centre

Starting January 11, 2016, the reservations centre will be open from 7 a.m. to 9 p.m. every day of the week.

Over the telephone or online, all reservations will be registered until 9 p.m. instead of 9:30 p.m. The hours of service delivery as such do not change.

By us having more staff on hand during the busier periods, we can offer faster, more efficient service to our customers.

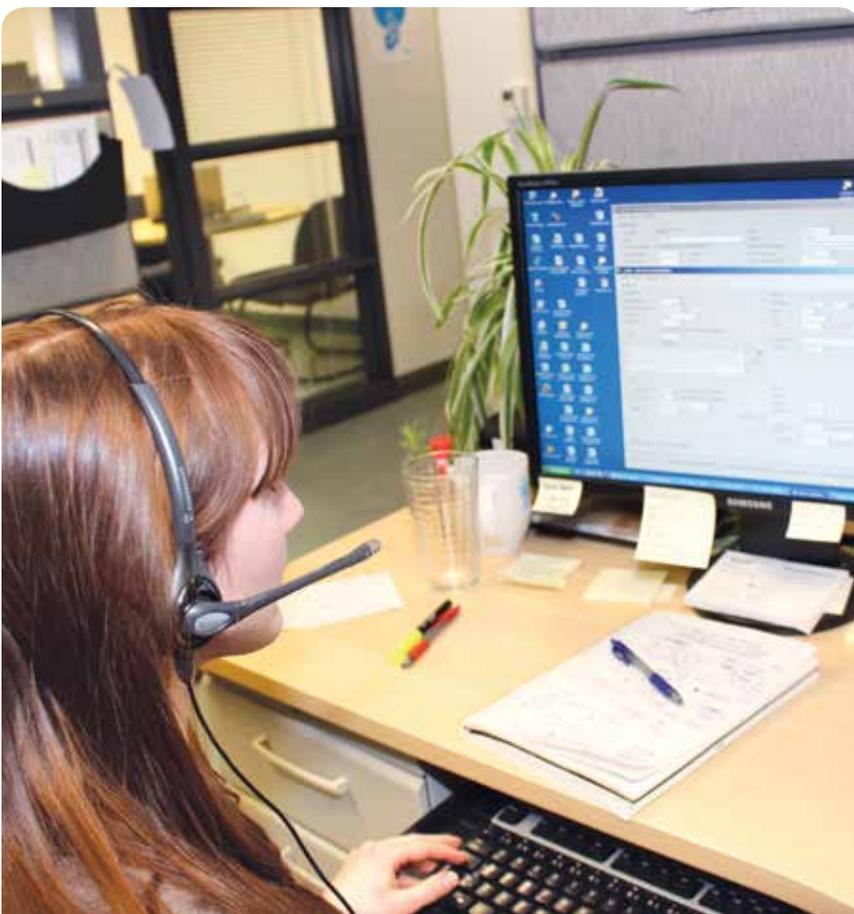
GOOD TO KNOW

Did you know that your Transport adapté identification on your OPUS card is guaranteed if your card is lost or stolen? We can replace your card and load it with any valid fares left on your card when you declared it lost or stolen.

USER GUIDE

NOW AVAILABLE
IN AUDIO
FORMAT AT

stm.info/en/para





Chantal



Yvenie



Carl



Woody



Mario

AND THEIR COWORKERS SEND YOU THEIR **BEST WISHES** FOR THE NEW YEAR



HOLIDAY SCHEDULE

Make the most of your Holidays parties thanks to our longer hours of service!

From December 24, 2015 to January 2, 2016 inclusively, you can reserve transportation until 4 a.m. (arrival time at destination). You must request your ride at least 24 hours before your anticipated trip.

All regular transportation schedules will be cancelled **from Friday, December 25, 2015 to Saturday, January 2, 2016** inclusively, except for customers who have scheduled rides for haemodialysis treatments.

DISCOVER OUR MANY DISCOUNTS AND BENEFITS



10% DISCOUNT

On robot-assisted sessions at **NEURO-CONCEPT** upon presenting a valid STM fare.

Offer valid until April 30, 2016.
See details and conditions
on stm.info/merci



Web site stm.info

Telephone 514 280-8211

Requests for group travel

Fax 514 280-5317

Email groupe.ta@stm.info

Telescript for hearing-impaired
(ATS) 514 280-5308

Requests for transportation schedule

Fax 514 280-6313

Customer service

Email transport.adapte@stm.info

Preferred addresses

Email adresses.favorites@stm.info

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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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