

ONLINE RESERVATIONS **ARE COMING SOON!**



Part of the team who made the Online reservations come true. Standing, from left to right: Serge Morissette, Laurence Baselli-Rayon, Sylvain Laplante, Gilles Vaillancourt, Alain Gravel and Majda Aouni. Sitting: Richard Saulnier. Missing on this photo: Frédéric Gouin, Pierre Gingras, Gilles Leprohon, Sylvain Paradis, Serge Bélanger, Claire Lepage and Joël Lavoie

Transport adapté clients will soon be able to request occasional transportation through the internet. Frequently requested over the last few years, this online service will provide a fast and simple way for STM paratransit users to request occasional transportation and to manage all aspects (consultation,

cancellation, reporting a late vehicle) of a confirmed trip up to seven days after the online consultation. However, the online service cannot handle regular transportation requests.

Eagerly anticipated by many clients, the new service is currently being tested by the STM. Based on results obtained so far, we expect to make online reservations available sometime this summer or in the fall.

There is no doubt that online reservations will become a very practical tool for paratransit clients, who are using the web in increasing numbers. But there is more: this new way of making reservations will be better adapted to the needs of

clients who have major speech impediments and those who are unable to verbally communicate by telephone.

A client using the online reservations option will be dealing directly with Transport adapté's computer system, without going through the call centre. Having fewer calls means making resources more available to absorb the considerable growth in requests made to the call centre. Indeed, in 2007, call centre staff handled 398 470 trip requests (option 1), a 19.1% increase over last year, while requests made through option 2 (delays, cancellations and consultations with an agent) represented some 220 000 calls, or a 14.5% increase.

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These thousands of additional requests clearly show that the growth in paratransit ridership does not only translate into more vehicle movements, but also into more preparation work.

As soon as the online reservations service is available, we will provide you with all the information you need to start using it.

RIDERSHIP



Winter's abundant snowfalls had quite an impact on ridership at the start of the year. Indeed, from January to March 2008, snow storms led to 18 days with limited paratransit service, compared to only 12 days during the same period in 2007. In addition, there were two more statutory holidays in March this year, because of the early Easter weekend. As a result, ridership levels for the first three months of 2008 show a slight 1.8% increase over the same period in 2007. Without these snowfalls and holidays, the growth in ridership would have reached 8.2%.

Despite this all, a 6.1% rise in ridership was registered among non-transferable clients, who only use minibuses and accessible taxis. Last winter's conditions had a greater impact on regular taxi ridership. With the arrival of nicer weather, a strong increase in ridership levels is once again expected.

Finally, except for a few particular cases, the **zero refusal** objective is still in effect and that goal is reached in all cases of occasional transportation requests made no later than the previous day of travel.

RIDERSHIP AT MARCH 31, 2008

	2007	2008	Difference
Trips by non-transferable clients (minibus + accessible taxi)	165 095	175 229	+6,1%
Trips by regular taxi users	353 192	352 314	- 0,2%
TOTAL	518 287	527 543	+ 1,8%

PROCEDURE FOR BUCKLING PELVIC SEATBELTS

Some wheelchair users have no doubt noticed lately that minibus drivers seem to be doing things differently when buckling pelvic safety seatbelts to the anchoring system.



Indeed, the procedure was reviewed to ensure the driver always slips the seatbelt below the abdomen. This change was introduced to ensure the safety of all clients using a wheelchair.

A matter of safety

Should an impact occur, this procedure could prevent the serious injury to internal organs that sometimes happens when seatbelts are buckled over a passenger's abdomen. When an impact occurs, even at speeds as low as 35 km/h, abdominal muscles cannot always adequately protect internal organs, which can then cause serious injuries.

Thoracic seatbelt

Certain paratransit clients lack muscular tonus and must be held upright with the help of a thoracic seatbelt. These clients should make sure they always have their own thoracic seatbelt when boarding. If needed, the driver can help a client install the seatbelt.

You may have to put up with a more time-consuming procedure that will inevitably also require closer contact with the driver. Please rest assured that although your safety is first and foremost, this procedure should be carried out with the utmost respect.



Are you connected to the Internet?

ADD YOUR NAME TO OUR CYBERCONTACT LIST!

Transport adapté would really like to hear from its "internet-connected" clients.

Internetters, let us know who you are! Send us a brief email with your name and file number, and we will add you to our **Cybercontact list**. This list makes it possible for us to communicate quickly and directly with registered clients. So write to us at transport.adapte@stm.info.



HELP US TO HELP YOU

Transport adapté's team of devoted people want nothing more than to serve you well. Yet, goodwill alone is not enough! To provide you with the best service possible, we need your help. It's simple, just keep us informed of any changes in your life that might affect your transportation file. Each time you need to inform us of any changes, you can call our Customer Service number or use one of the online forms available from Transport adapté's website at: www.stm.info/english/t-adapte/a-formulaires.htm.

The following articles are examples of situations that happen regularly in summer that might impact on your transportation and for which we need your help.

OUT OF TOWN SUMMER CAMPS REQUEST FOR GROUP TRANSPORTATION

Are you organizing or going to a summer camp outside of Montreal? Do you need to use our services to gather camp-goers in one location to coordinate their departure and return? If so, make sure to follow these steps:

Remember: Request for group transportation

- Send in your request at least 10 days in advance.
 - By fax: **514 280-5317**
 - Or by email: groupe.ta@stm.info.
- Use the *Group transportation request* form available from our website at: www.stm.info/english/t-adapte/a-depgroupe.doc

You may also obtain this form by calling our Customer Service number.

As soon as possible, confirm to us the names of the campers who will be needing our services. Please advise us quickly of any cancellations, prior to the departure day.

Make sure that any luggage that cannot be handled by the campers themselves will be taken to the departure / return point by other means than a paratransit vehicle.

DAY CAMPS SUBMIT YOUR REQUEST FOR TRANSPORTATION AS SOON AS POSSIBLE!

The STM would like to remind all parents and advocates that day camp season will be starting soon. To get there, your child will need to use the STM's services. Please send in your request for transportation at least seven days in advance. Moreover, it is best to proceed as follows:

Contact our Customer Service (514 280-8211, option 4) to obtain the *Day camp transportation request* form.

Fill out the form and return it to us by mail or fax at the address or fax number indicated on the form.

Confirmation

To obtain confirmation, call the usual number (514 280-8211, option 2) two days prior to the first trip. Avoid unnecessary calls and respect the two-day waiting period.

GOING ON VACATION? REMEMBER TO TEMPORARILY SUSPEND YOUR REGULAR TRANSPORT SCHEDULE!

Going away on vacation? Your neighbour will pick up your mail, the newspaper carrier will stop coming by, you have taken care of everything. Or have you? What about Transport adapté, have you forgotten it?

Each summer, it's the same story: we send out vehicles to pick up clients who are away on vacation and have forgotten about us! You can easily help us prevent such wastes of time and resources by temporarily suspending your regular transportation schedule.

It's fast and easy! Simply get in touch with an agent at the Call centre (option 2).

You can temporarily suspend your regular transportation schedule for up to eight weeks. Call us as soon as you know your definite vacation dates. By preventing our vehicles from any unnecessary trips, seats will become available for other paratransit clients.

CANCELLING AS SOON AS POSSIBLE, NOW THAT'S IMPORTANT !

Each time you no longer need transportation that was scheduled and confirmed by the STM's Transport adapté, we ask that you cancel it as soon as possible. Thank you!

AH! JULY, THE NICE WEATHER, VACATIONS... AND MOVING DAY!

Do you have a regular transportation schedule? Are you moving in July? Remember to change your address!

Avoid any unpleasant surprises with your regular transportation schedule by changing your address as soon as possible. Once we are notified of your change of address, we will adjust your transportation schedule to your new home.

Remember: Change of address

- Call Customer Service at 514-280-8211, option 4.
OR
- Use the *Change of address* form available on the STM's website at the following address: www.stm.info/english/t-adapte/a-formchadr.doc

SCHEDULED TRIPS AND MOBILITY AIDS

When you call to request transportation, the call centre agent handling your request always checks which mobility aid (motorized wheelchair, walker, three-wheel scooter, etc.) will be used during that trip. This information is very important to have, as the mobility aid essentially determines which type of vehicle can be sent for you.

For example, if you use a folding manual wheelchair of the type that can be stowed in the trunk of a standard taxi car, it is more than likely this type of vehicle that will show up at your door. You must then avoid using a wheelchair that **cannot** be transported in the car trunk, such as a non-folding or motorized wheelchair. If that were the case, it would be impossible to pick you up.

Of course, many paratransit clients will never go through this type of situation, as they are ambulatory or only use a single type of mobility aid, whereas some clients have two, three or more mobility aids at their disposal.

Two important aspects must be remembered: first, you must provide Transport adapté's customer service with a complete list of all the mobility aids you use. Second, you must make sure to use the mobility aid that was specified when you requested your transportation. Of course, you can always modify your reservation, by calling us no later than the day **before** you will be travelling.

PUNCTUALITY: THE 30-MINUTE DELAY

As mentioned in the *User's Guide*, the STM is committed to picking up clients **within 30 minutes of their confirmed trip time**. After that time, you may contact us to report a late vehicle.

However, there is no point in calling before the end of that 30-minute margin. Any calls requesting that a vehicle show up faster or sooner cannot be fulfilled.

Therefore, as long as the prescribed 30-minute delay has not ended, your vehicle is not late !

Moreover, clients must remember that it is important for them to be ready at the confirmed time. Therefore, we ask that residents of multi-apartment buildings to be in the lobby at the time confirmed when they reserved their transportation.

REQUEST FOR REGULAR TRANSPORTATION: HOW IT WORKS !

Certain conditions apply with new requests for regular transportation and requests for schedule modifications.

Request for modifications = new request

When requesting changes to your regular transportation schedule, it is necessary to cancel your current schedule before we can program a new one. As a result, the conditions that apply to any new request for regular transportation also apply when requesting a schedule change.

Conditions

There is a minimum ten day delay between the time your request for a regular transportation schedule is registered and the time you receive confirmation of your new schedule.

Therefore, if your request is made by telephone and you need transportation during the next three days, the agent handling your call can program occasional transportation for each of those three days. You will have to call back afterwards to request further occasional transportation for the remaining days, until your regular schedule is confirmed.

Faxing requests

You can also send in your request for regular transportation by fax at this number: 514 280-6313. To that end, we ask that you use the *Regular transportation request form*, if possible, as it simplifies processing. This form is available from the STM website, in the *Paratransit section*, under the heading *Request Forms*: www.stm.info/english/t-adapte/a-form-depreg.doc. You can also obtain a copy by contacting our Customer service (option 4).

Confirmation

To obtain your confirmation, call 280-8211 (option 1) three days prior to the first scheduled transportation. If your regular schedule has not yet been confirmed, you must request occasional trips until your regular schedule is confirmed.

WHEN IT GETS TOO HOT, STAY COOL!

Summer is finally here ! We can open our windows and enjoy the warmth. But beware! Summer also means days of sweltering heat and humidity; when it gets too hot, certain precautions should be taken to avoid health problems.

Oppressive heat can cause a variety of health problems such as dehydration, fatigue, dizziness, discomfort, cramps, fainting, exhaustion and sunstroke. The most vulnerable are older people and those who suffer from chronic cardiovascular, respiratory or kidney diseases, diabetes or mental disorders. Children under the age of five and pets should also be monitored closely.

Heat should not be taken lightly. As summer nears, the *Direction de la santé publique de l'Agence de la santé et des services sociaux de Montréal* (public health branch of Montréal's health and social services agency) invites the population to head the following advice in case of a heat wave:

- Drink often, without waiting to be thirsty, unless not recommended for medical reasons.
- Avoid alcoholic beverages or those with high caffeine content, like coffee or tea.
- Wear a hat and light-weight clothing, in light colours.
- Find a cool location, in the shade or air-conditioned.
- Avoid intense physical activity.
- Take a shower or bath as often as needed, or cool off with a wet washcloth.
- If possible, spend time in an air-conditioned location like a shopping centre or movie theatre.
- Reduce the heat in your home, by closing curtains during the day, creating slight breezes, etc.)
- Never leave a child or animal alone in a car, even for a few minutes, or in a poorly ventilated room.

To find out more, consult the Info-Santé office in your area. You can also visit the *Direction de la santé publique* website at www.santepub-mtl.qc.ca.

New types of fares will soon be appearing in the bus and métro But only later will these apply to paratransit service

The modernization of the STM's fare collection system is an ongoing project. In 2008, new types of transit fares will be accepted in the regular bus and métro network. This change will not affect paratransit services for the time being, so **paratransit clients must continue to use existing tickets**. These will still be available at métro fare control booths and the usual points of sale. So, if you are offered a magnetic card (which replaces the tickets), you must turn it down for now!

The new magnetic card cannot be used for paratransit services, as it would have been impossible to

equip all taxis with the necessary card readers. Without that equipment, drivers have no way of knowing if your fare card is valid or not.

Beginning in Fall 2008, a smart card will gradually replace the monthly CAM and weekly CAM hebdo used in the regular network. This change will only be introduced to Transport adapté clients in early 2009.

We will keep you informed of details, as they become available, through your *Transport Contact* newsletter.

Regular network – bus-métro

The new magnetic card will soon replace strips of six tickets. It will also serve as your proof of payment and your transfer.



Paratransit minibus and taxis

The magnetic card is not accepted by Transport adapté. Clients must continue to use existing tickets.



USEFUL NUMBERS

- ✓ **Telephone**
A single number to remember
514 280-8211
- ✓ **Mailing address**
Centre de transport adapté
3111 Jarry St. East
Montreal (Québec)
H1Z 2C2
- ✓ **Requests for group transportation only**
Fax: 514 280-5317
Email: groupes.ta@stm.info
- ✓ **Teletype (TTY)**
514 280-5308

Reserved for clients who cannot communicate verbally. Special procedures apply for clients with major speech impediments or difficulties with verbal communication to facilitate their use of our services. For more information, please contact Customer service.
- ✓ **Requests for regular transportation and advance requests for transportation**
Fax: 514 280-6313

The **STM**
makes me click!

- ✓ **Website**
www.stm.info
- ✓ **Customer service**
– email
transport.adapte@stm.info
- ✓ **PREFERRED ADDRESSES**
– email
addresses.favorites@stm.info

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Pour obtenir la version française du *Transport Contact*, veuillez communiquer avec le Service à la clientèle au **514 280-8211 (option 4)**. Nous vous en posterons un exemplaire avec plaisir.