

# TRANSPORT **CONTACT**



**In this issue: the new OPUS ID card, paratransit financing, new technologies at your service, universal accessibility of the bus and metro systems, and much more!**



Courrier Poste Publication Numéro de convention 40015715

**Communication and  
information newsletter  
for paratransit  
service users**

**JUNE 2013**

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

# REMINDER

## ABOUT FARE INSPECTIONS

At any time, STM inspectors on board your vehicle may ask to see your transit fare to ensure you have paid for your trip in accordance with current regulations. When you enter a minibus or taxi, you may pay in one of the following ways:

➤ Your OPUS card must be charged with a valid weekly, monthly, or four-month fare

**OR**

➤ You must give the exact change to the driver

**OR**

➤ You must give your magnetic card to the driver

The driver will record the payment method on his or her trip sheet, which will serve as your proof of payment.

If you haven't paid your fare, you could be mailed a statement of offence and be fined between \$100 and \$500, as stated in the STM's By-law R-105. If you are legally responsible for a customer, the fine and statement of offence will be issued in your name.

### **Are you legally responsible for a customer?**

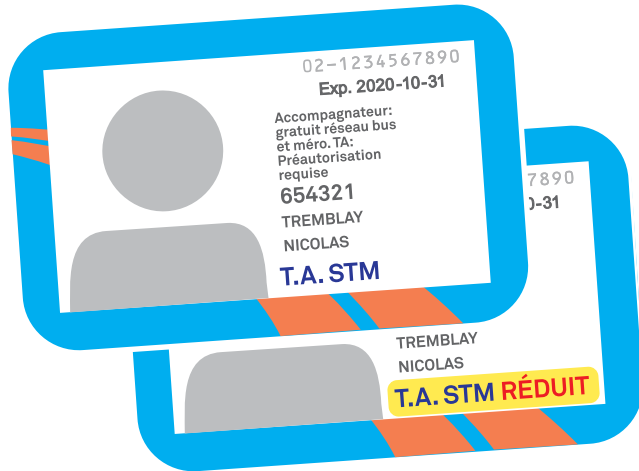
If you are responsible for a customer, you must ensure that he or she has a valid transit fare to pay for their trip.

The STM must know who is legally responsible for each of its customers. If you need to update your contact information, please notify us as soon as possible by calling customer service at 514 280-8211, option 4. This is important since you will be the first person contacted in case of an emergency.

**Thank you for your cooperation.**



# DELIVERY OF THE NEW OPUS PARATRANSIT ID CARD



If it hasn't already happened, within the next few months you'll be receiving your new OPUS paratransit ID card. This card will replace the card sent to you when you registered for the program.

In addition to serving as proof of your eligibility for paratransit services, your new card can be used to charge bus and metro transit fares. If you choose to pay with your OPUS card, you'll be able to use a single card for all your trips. You'll need to keep it with you since it will be required for ID purposes even if you choose not to pay with it.

Our goal is to provide all our customers with new OPUS ID cards by the end of 2013. Your new card will be sent directly to your home free of charge. In the meantime, there's nothing for you to do: you'll receive full details by mail.

For more information, read the "Question & Answer" page at [stm.info/tadapte](http://stm.info/tadapte) or call customer service at 514 280-8211, option 4.



# PARATRANSIT

## AN IMPORTANT SERVICE



### Financing news

Over the past three years, the paratransit service has seen its ridership grow significantly while its customer satisfaction rate has remained at 94% and its cost per trip among the lowest in Canada. We are proud of this fact but also aware of the work we must do to continue offering services to new customers admitted to the program.

Last winter, the media announced budget cutbacks to the paratransit program by the Ministère du Transport (MTQ). The MTQ's financial assistance program, which covers expenses linked to the increased service offer, will be renewed in 2013 – but at 2012 levels. The amounts available in 2013 are therefore not indexed to the growth in paratransit ridership.

This results in a funding shortfall that the STM has chosen to absorb itself for 2012, but this situation is not sustainable over the long term. Major projects such as EXTRA, which will enable us to operate more efficiently and improve customer service, will remain in place.

But the crucial issue of finding a dedicated, recurring, indexed source of revenue for paratransit services has not yet been resolved. We must keep sending this message to decision makers.

### A VIP visitor

Wishing to see first-hand the work of the paratransit teams, Carl Desrosiers, CEO of the STM, visited the Paratransit centre to meet staff and managers in the various sectors. These included the dispatch centre, the reservation centre, the trip-info team, planning, administration, and billing. Mr. Desrosiers asked many questions, and everyone was thrilled to talk to him.

“When you have a chance to observe the work of the paratransit workers, it's not surprising that the customer satisfaction rate is 94%. What a great team!” he concluded.



# TECHNOLOGICAL CHANGES

# UNDER WAY!

Over the past six months, the number of requests for paratransit trips has jumped 75%.

By 2020, we expect to facilitate more than 4.3 million trips, compared to just 3 million in 2012. How will we manage this increase? Through the judicious use of new technology!

We will make use of new technology not just to handle more trips but also to improve our service. We will be able to track the location of the vehicle you reserve and notify you of its arrival time to reduce your wait, for example. But first we must decide how we want the system to operate and how to implement it.

A team is now working on a major project named EXTRA – an acronym for Exploitation en Temps Réel ACCES (or Real-time operating system plus the name of the paratransit computer system). What better word than EXTRA to name the project that will impact us all in the coming years!

Last year, Quebec's Ministère des Transports agreed to finance this major STM project valued at more than \$15 million.

## Two major deliveries are planned

This fall we will upgrade the ACCES 2005 software to the new, more powerful 2013 version. You won't see the effects of this change in our daily operations, but it's a necessary step toward the second delivery, to be made in the coming years. This software will generate more changes in our organization and improve service in many ways.

We'll tell you more about it when the time comes. Stay tuned!

EXTRA!



# ACCESSIBILITY

## METRO

### Steady progress!

In our last issue, we told you about the STM's universal access development plan and various initiatives under way in our bus system. This time, we've got news about universal accessibility in the metro system. These projects will facilitate independence and promote the social inclusion of people with one or more functional limitations.

- Install tactile paving on platform edges in 35 stations to enable the visually impaired to easily recognize the platform edge (2013).
- Adjust the height of platforms in stations with elevators to enable people in wheelchairs to access the new metro cars without assistance (2013-2014).
- Construct new elevators in three stations, increasing the number of accessible stations to ten:
  - Champ-de-Mars (2014)
  - Jean-Talon (2014)
  - Snowdon (2015)
- Install new automatic butterfly doors and improve lighting when metro entrances are renovated (on-going).
- Review signage to make information more visible, consistent, and accessible (on-going).
- Add several loudspeakers to improve the quality of audio messages in twenty stations (2013).



# ACCESSIBILITY

## BUS

### Bussing by wheelchair

To help you get around more easily, the STM will add some accessible stops in 2013. They will be identified with the pictogram of a person in a wheelchair.

Currently, 100% of STM vehicles have low floors, but the STM strongly recommends that you use buses with front-door ramps. They are identified with an asterisk (\*) in the Planibus.

Don't hesitate to give us your feedback.

By telephone: **514 786-4636** (**option 4** then **option 1**)

On-line: [stm.info/comment/index.htm](http://stm.info/comment/index.htm)



# NO WALK IN THE PARK!



Our photographer caught the arrival of the Brazilian boccia team; boccia is a ball sport that has been part of the Paralympics since 1991.

From April 22 to 28, paratransit workers organized 3,600 trips for the 350 athletes, companions, and volunteers participating in the Défi sportif, an international event bringing together the top athletes with functional limitations.

As senior division clerk, paratransit operations, assigned to the Défi sportif for the third consecutive year, André Gendron was at the heart of the action. “The organization of trip sheets and schedules during this event was no easy task,” he admits. “Since these were not our regular customers, we had to do all the planning manually and deal with countless last-minute changes.”

The long-standing partnership between the STM and the Défi sportif is now in its 30th year. The STM has been able to offer this valuable service thanks to the close cooperation between the many paratransit teams and the occasional support of the regular bus service.

Christian Lacasse, paratransit section chief, summed it up this way: “It all went off without a hitch and was a resounding success!”



# PORTRAIT

## MEET THE PLANNING TEAM



**Left to right: William Trinh, Alain Rochon, André Gendron, Benjamin Darius, Véronique Dumoulin, Christian Lacasse, Richard Normandin and Brigitte Pilon.**

Sometimes referred to as the “heart” of paratransit, the planning team makes it possible to organize more than three million trips a year. They work in the shadows, and you never speak to them on the phone, but these are the people who make sure drivers know where to pick you up, because they prepare their trip sheets!

Day after day, this team responds to all trip requests. Various staff members focus on certain types of schedules such as regular schedules, group schedules, schedules for the Centres de réadaptation en déficience intellectuelle et troubles envahissants du développement (CRDITED), and mystery shoppers – people pretending to be customers who are hired by a specialized company to assess the quality of service provided.

All of these schedules are optimized the day before travel dates to coordinate similar requests. This allows us to maximize our resources in the spirit of public transit.

With a view to continuous improvement, this team also organizes workplace coaching sessions to ensure that our employees are always learning. It also carries out evaluations with the ACCES 5 computer system – the paratransit database – and, with the collaboration of other departments, supports the increase in paratransit ridership.

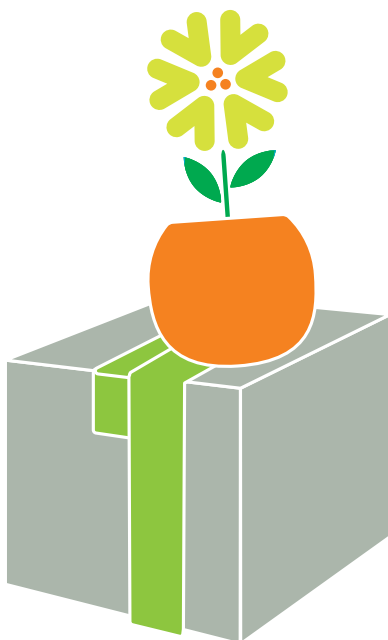
# HELP US

## ARE YOU MOVING?

Make sure your regular service is not disrupted by giving us your change of address as soon as possible. The STM will adjust your schedule based on your new home address.

Telephone customer service at :**514 280-8211, option 4**,

or use the **Change of address** form in the **Forms** section of our Web site: **stm.info/t-adapte**.



## Day camp

Make your trip requests ahead of time! Reserve trips for your child at least seven days in advance. Here's how:

FIRST GET THE RESERVATION FORM from the Web site at **stm.info/t-adapte/formulaires** or from customer service by calling **514 280-8211, option 4**.

THEN FAX THE COMPLETED FORM to **514 280-6313**, or e-mail it to **TA.Campdejour@stm.info**.

To confirm your request, call the usual number (514 280-8211, option 2) two days before the first trip. If you are reserving by e-mail, just fill in the form, save it on your computer, and e-mail it to us as an attachment. We will e-mail confirmation of your trip times. You can also request transportation for day camp through our call centre.

Have a great summer and happy camping!

## Leaving on vacation? Don't forget about us!

Before you leave, remember to temporarily suspend your regular trips. It's fast and easy! Just use our automated service at 514 280-8211, (option 3) or speak to an agent (option 2).

You may suspend regular trips for a maximum of eight weeks. Give us a call as soon as you decide when you'll be taking vacation.

It's important to cancel unneeded trips so that room is made available for other users.



## Cancellations

Trip cancellations should be made as soon as possible with a trip-info agent (**514 280-8211, option 2**), on the Web site, or by using the automated service.

Each customer is responsible for the smooth operation of the service. If you must cancel a trip, please advise the paratransit centre as soon as possible – even if it's just a few minutes before the arrival of your ride. When cancellations are made without prior notice or after the vehicle arrives, other customers are deprived of room on board, trips are delayed, and extra costs are generated for the STM.

Customers who are frequently absent or who make too many late cancellations – less than 15 minutes before the scheduled departure time – could have restrictions placed on their use of the service.

## Requests for group trips

Make your request at least ten days in advance. The request form is available in the Forms section of our Web site at **stm.info/t-adapte**, or call customer service at **514 280-8211, option 4**.

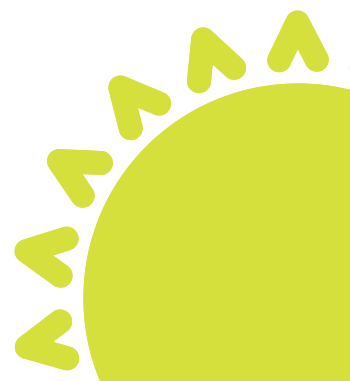
Complete the form and fax it to us at **514 280-5317**, or e-mail it to **groupes.ta@stm.info**.

If the outing is cancelled, let us know before the departure date. You will have to use a vehicle other than the paratransit vehicle to carry luggage that passengers cannot carry themselves.

## Thirty-minute window and trip coordination

You should be ready to leave at your confirmed pick-up time, but the vehicle may arrive up to thirty minutes later. It's only after this time that the driver is considered to be late.

This thirty-minute window allows us to coordinate with other customers who are making similar trips in the spirit of public transit. The coordination of transportation and the punctuality of all customers are essential to the smooth operation of the paratransit service.



## FORGOTTEN OBJECTS

When you leave the paratransit vehicle, please be sure to take all your personal belongings with you.

Too many items are unfortunately forgotten!

# TEST VEHICLES

Perhaps you noticed the white MV-1 vehicles that were used for a pilot paratransit project from February 25 to April 26.

These MV-1 vehicles were tested by certain taxi drivers in Montréal, Longueuil, and Laval.

The goal of this pilot project was to assess the MV-1 to determine whether it meets the needs of both customers and drivers.

A report will be filed in early July.



## HAVE A GREAT SUMMER

### Just one phone number to contact the paratransit centre

Telephone **514 280-8211**

### Requests for group trips

Fax **514 280-5317**

E-mail [groupe.ta@stm.info](mailto:groupe.ta@stm.info)

### Teletypewriter

(TTY) **514 280-5308**

### Requests for regular and occasional trips

Fax **514 280-6313**

**Web site** [stm.info](http://stm.info)

### Customer service

E-mail [transport.adapte@stm.info](mailto:transport.adapte@stm.info)

### Adresses favorites

E-mail [adresses.favorites@stm.info](mailto:adresses.favorites@stm.info)

## TRANSPORT **CONTACT**

Centre de Transport adapté de la STM  
3111, rue Jarry Est, Montréal (Québec)  
H1Z 2C2

#### Editorial

Valérie Boisvert

#### Production Team

Deborah Blythe  
Renaud Drolet  
Félix Locas  
Louis-Étienne Doré  
Guy Payment

#### Graphic design

Cécile Dion

*Transport Contact is an information newsletter published by the STM's Communications and Customer Service department.*

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.

Position pour  
Vignette FSC / Recyclé  
100% post-com.