

TRANSPORT

CONTACT



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An EXTRA project

Since October 2016, over 25% of Transport adapté customers have benefited from a brand-new service. They receive a reminder of their trips between 6:30 p.m. and 8:30 p.m. on the previous day.

Depending on their preference, they are given these reminders by an automated phone call, an email or a text message on their cell phone. This is a very practical service, because customers then always have information on their trips in hand and can review and make changes to it as needed.

You haven't receive any reminders yet? It shouldn't take long, because people are subscribing to this service gradually. We aim to have completed deployment of this service over the next few months.

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Newsletter for
Transport adapté
customers

**- MARCH -
2017**

Courrier Poste Publication Numéro de convention 40015715

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Implementing previous-day reminders is one of the first steps of the EXTRA project. This project will enable Transport adapté to manage and locate its vehicles in real time. It will also allow it to communicate information to customers concerning their trips.

We will soon be able to inform you when trips must be cancelled, and eventually to inform you when a Transport adapté vehicle is arriving soon.

Your comments are important to us



When you call to inform us about a situation, we listen.

Did you know that every comment made to Transport adapté is recorded in a database and assigned to a manager who will analyze it and follow up?

All comments received by Transport adapté are read and handled with the greatest care, because your hundreds of observations help us identify situations to correct.

Imagine. A busy day at Transport adapté represents over 9500 trips! It's impossible for us to know what is happening in every vehicle. You are therefore our eyes and ears on the network.

Your comments are useful to us

In particular, they allow us to identify problem service providers. When a service provider is repeatedly late and complaints multiply regarding quality of service, we can take action. First, by asking the service provider to follow up. Then, if the situation does not improve, the service provider at fault will be penalized.

Request for immediate assistance: our customer service is there

Sometimes, making a complaint might not be your best option – for example, when the vehicle is late. In these cases, call 514-280-8211 and choose option 2.

We can provide you with tangible help by getting in touch with key contacts so that a vehicle can show up as quickly as possible. In the event your rides are frequently late on a regular

transportation, lodging a complaint (option 4) will enable us to look into the matter and take any corrective steps that are needed.

Evaluating service: a priority

Although they are precious for us, comments aren't our only source of information. The Undercover customer program provides over 1000 observations on quality of service every year. In addition, the operations managers send us over 4000 documented observations per year.

Finally, we occasionally conduct telephone surveys of our clientele. The latest survey covered 500 customers who had made at least two trips per month from May to October 2016. We have just received the results and obtained a 93% satisfaction rate. We continue to evaluate your level of satisfaction. Indeed, some 500 other customers, each taking an average of two trips per month in January and February, recently answered our survey.

In conclusion, we should mention that customers also take time to make positive comments on the service in general and on the kindness and dedication of certain drivers and other Transport adapté employees. Please be assured these kind words are always appreciated by their recipients.

The Transport adapté team cares about each of your trips. Your comments and our observations and surveys are part of the equation that enables us to ensure a quality customer experience day after day.

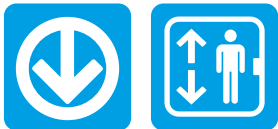


**Rosemont station:
elevators put into service**

Since the end of December, the three elevators of the Rosemont métro station on the Orange line have been put into service.

This brings the number of universally accessible stations on the Orange line to 11: Montmorency, de la Concorde, Cartier, Henri-Bourassa, Berri-UQAM, Lionel-Groulx, Côte-Vertu, Champ-de-Mars, Jean-Talon, Snowdon and Rosemont.

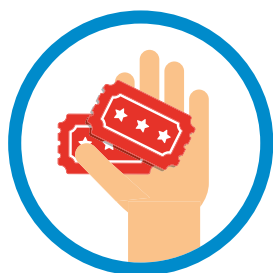
Elevator installation work is currently in progress at the Place-d'Armes and Honoré-Beaugrand stations.





Work is also planned for the following stations: Du Collège (commissioning scheduled for 2018), Bonaventure (work performed by the AMT), Vendôme, Viau and Berri-UQAM green line (commissioning scheduled for 2019), and Mont-Royal (commissioning scheduled for 2020).

We should also remember that, in October, the STM announced investments of \$213 million to render 14 additional métro stations universally accessible by 2012, by adding elevators.



Discounts for you

Did you know that all STM customers can benefit from attractive offers under the STM Privilege program?

Visit the Offers and Outings section on **stm.info** and discover the discounts available to you. There's something for every taste: cultural and sports outings, merchant offers, and more. The offers are updated regularly, so visit the section often!



Improvements for SIRTA

Our online reservation service, SIRTA, is still undergoing improvements.

In the last version, universal accessibility was given special attention and several improvements were made. For example, navigation was revised and error messages were simplified.

We have added a functionality that allows users to reset their password directly in SIRTA. However, it is necessary to have an email address in your record to use this functionality.

We are continuing our efforts with a group of SIRTA users to identify improvements for a future version.