

TRANSPORT CONTACT



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A driver with a spotless record, our business hours during the Holidays and an easy way to make your reservations.



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Communication and
information newsletter
for paratransit
service users

DECEMBER 2013

Port de retour garanti
TRANSPORT Contact — STM
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Spectacular results!

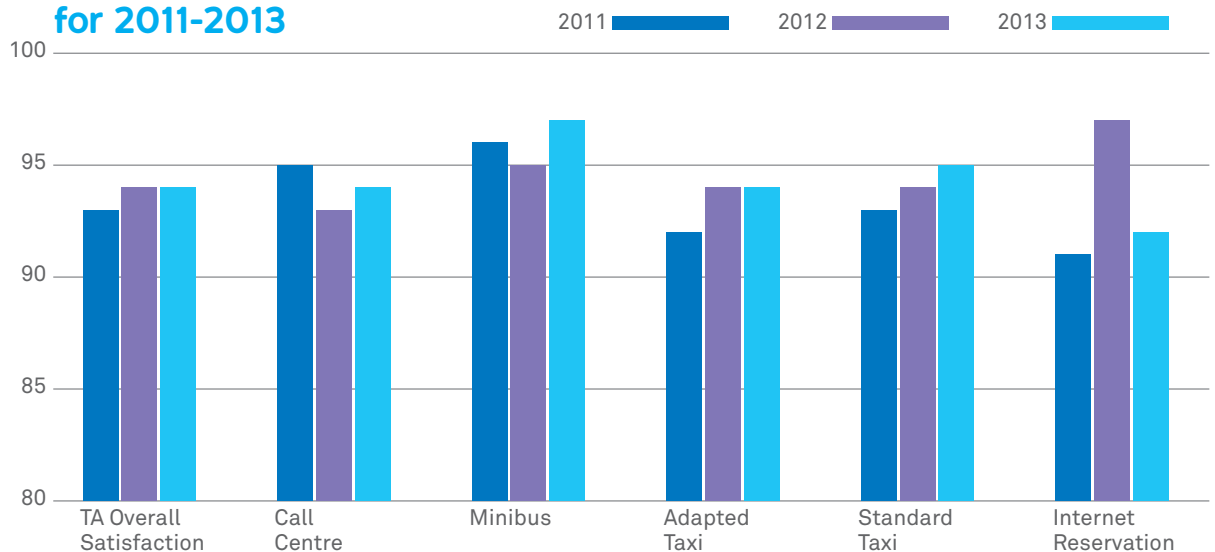
Throughout the current year, we have been conducting surveys to find out how STM customers rate our call centre employees, operations managers, taxi and minibus drivers, and so on. Indeed, customer feedback is essential in letting us know if we're on the right track.

Each year, in the December edition of the *Transport Contact* newsletter, we publish the results of your degree of satisfaction towards our various services. We are proud to announce that your overall level of satisfaction remains steady at 94%, when compared with 93% in 2011 and 94% in 2012.

Results that hover between 94% and 96% are an obviously strong indicator of your general approval. However, we are well aware that some areas need improving. And we will be focusing our efforts on these areas, namely how we deal with growing demand and better manage the large volume of calls. Our challenge lies there, at the bustling reservation centre, where employees respond to an average of 900,000 calls per year. That's why we're working hard to make it easier for you to get through and also reduce the time you spend waiting to speak with someone.

Thanks for sharing your level of appreciation year after year. Your input is essential.

Customer satisfaction by type of service for 2011-2013





Congratulations to our drivers

You gave our minibus drivers a near-perfect 98% for courtesy! That even beats last year's excellent results. We are very proud of our drivers, and your recognition is an added bonus.

Another point that bears mentioning: your appreciation level for general comfort has shot up from 82% to 91%. Improvements made to the air conditioning and suspension systems in minibuses have clearly made a difference!

On the whole, a great many of you mentioned that minibus service was excellent. Your overall satisfaction level has reached an astounding 97%!

Wait time on the phone line

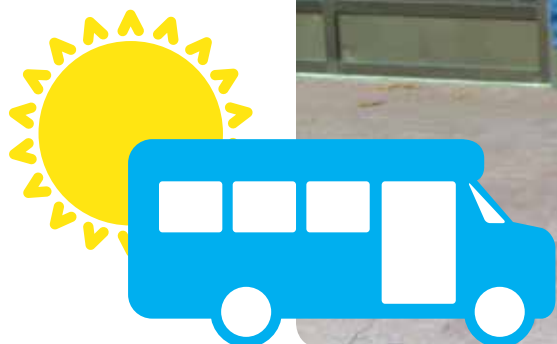
Reservation centre	68%
Customer service	68%
Info-déplacement	73%

Accessing the phone line

Reservation centre	66%
Customer service	68%
Info-déplacement	71%

Overall satisfaction

Reservation centre	94%
Customer service	83%
Info-déplacement	92%



Overall satisfaction level for minibus service: 97%

96 %	The way you were secured in the vehicle (seat belt, wheelchair anchoring system, etc.)
98 %	Driver courtesy with you
96 %	Driver control over the vehicle
91 %	Comfort level in the vehicle (suspension system, temperature, noise level)
90 %	Punctuality with respect to confirmed trip time
97 %	Feeling of safety and security

TAXI DRIVERS WHO STAND OUT



The Taxi Pontiac team

Since 2010, Transport adapté has put a lot of effort into maintaining and even surpassing the level of quality which customers have come to expect. Continuous improvement is a top priority for us, and Transport adapté employees as well as taxi companies have committed to exceeding customer service expectations.

Using undercover customers is one of the ways we assess the quality of service offered during taxi rides. This year, we were able to evaluate 1,000 taxi drivers on 23 specific elements, from boarding to exiting the vehicle. These undercover, or 'mystery,' customers then provided objective, factual information based on their observations. Here are the five main categories of evaluation:

- Courtesy
- Comfort and cleanliness
- Safety
- Getting on and off the vehicle
- Punctuality

2012 saw an 11% improvement over 2011, so we can't wait to see the results for 2013! In the meantime, the STM would like to pay particular thanks to those drivers who received a score of over 90% on their last evaluation.

A recognition event was organized jointly with 14 taxi companies. Their drivers' professionalism and attentiveness make a huge difference in the daily lives of our customers, and this warrants celebration. Congratulations to the 97 drivers who were recognized! Furthermore, it's a 24% jump with respect to last year.

Once the results are compiled, the STM identifies those areas that need improvement. This usually involves raising awareness and training. Since the implementation of this program in 2010, we have noted steady, ongoing progress.

What's an undercover customer?

An undercover, or “mystery”, customer is someone who has been hired by a specialized firm to evaluate service quality according to predetermined criteria.



Know any stars of the road?

For 60 years now, the STM has recognized the excellent work of drivers who go many years without having accidents. Snowstorms, rainstorms, construction sites... Our drivers often face extreme weather and tricky road conditions, so it's not always easy to keep a spotless record. This recognition extends to drivers who have accumulated 5, 10, 15, 20 or 25 years of accident-free service.

Serge Poirier, Transport adapté minibus driver, has reason to be proud! He's one of the honourees at the Prudence au volant event, for driving 20 years without a single accident. We wanted to publicly acknowledge this well-deserved accolade. Congratulations to Mr. Poirier!



Left: Mario Gagnon, director, and Chantal Fortier, superintendent, Transport adapté. Right: Serge Poirier, driver, and André Poisson, executive director, Bus services.

RESERVATION

Many of you already know about SIRTA, the **Information and Reservations System for Paratransit Service**, where you can reserve your trips online.

During our last customer satisfaction survey, you voiced your concern over accessing the reservation centre by telephone, and over the wait time when you finally did get the line. We are well aware of this problem. Though we optimize our resources, demand unfortunately surpasses our current capacity. However, the Internet reservation system is faster and more user-friendly than in past years, and can be a great alternative to the phone-in reservation centre. In fact, according to our last customer satisfaction survey, users were 92% satisfied with SIRTA. Have you tried it yet?

SIRTA is available to all our customers. With just a click of the mouse, you can:

- Reserve occasional transportation
- Review your confirmed reservations for the next seven (7) days
- Review your regular or occasional transportation
- Cancel a regular or occasional transportation
- Interrupt your regular transportation schedule

How does it work?

- Go to the STM website at: www.stm.info
- Click on the “Reserving online” link on the Paratransit homepage
- Enter your Transport adapté customer number and password* (the same you use for the automated phone line)

** If you don't have a password, just call Transport adapté, option #4, and we'll be happy to give you one.*

SIRTA is getting a makeover

In the last few months, in partnership with a user committee established by RUTA (Regroupement des usagers du transport adapté), a list of some 50 improvements was drawn up. Many of these were just recently introduced and should make using the SIRTA system a simpler and more pleasant experience.

Here are a few examples of these improvements:

- SIRTA now features bigger letters and a new font colour
- Reservations can be modified without having to start over
- Certain error messages are clearer and more concise
- The address search engine has been improved

Moreover, in the coming months, you'll be able to make online reservations for regular trips as well. If you have access to SIRTA, or ever have the chance to use it, we strongly recommend that you give the system a try.

Why not give it a try?



Informations and Reservations System for Paratransit Service

Help  Exit

Occasional booking

When

Today Tuesday, 12 Nov 2013

Schedule date Wednesday, 13 Nov 2013

Type Round-trip

Requested arrival time 08 : 00

Requested departure time 18 : 00

Where

Departure address Predefined addresses (Home and favorite)

3111, RU Jarry, E, MONTREAL | STM Paratransit Customer Service Office . Via by the

Destination address Cinéma

Parc Cinema . Via the main entrance

3575, AV du Parc, MONTREAL

Mobility Device

Requested Support:

- walking
- Folding manual wheelchair
- Four-wheel scooter

Attendance

Number of attendant 1

Number of children: 0

Cancel Submit

EXTRA!

In the last *Transport Contact* newsletter, we mentioned that Transport adapté was undergoing a technological transformation. On the night of last October 26, we cleared a first important phase of the new EXTRA project (EXploitation en Temps Réel ACCÈS.)

Our ACCÈS software program was becoming obsolete, so we replaced it with a more recent version. Though you may not notice these changes right off, they do offer some interesting possibilities.

With this updated version, the STM will be able to better coordinate trips as demand continues to grow. We have our work cut out: in 2020, we predict some 4.3 million trips.

During this second phase of the project, we will also be able to more easily communicate with our drivers. Vehicle terminals will be installed in minibuses and taxis, so drivers will have instant access to real-time information.

Between now and 2017, a new ACCÈS function will provide the vehicle's exact position, so you can be ready when it arrives. Though the standard 30-minute window will still apply, we should be able to drastically cut outdoor waiting times.

Transport adapté management would like to thank everyone involved for their fine work during this first phase of the project.



The very first reservation was handled by Nathalie Simard.

MAKING RESERVATIONS DURING THE HOLIDAYS

SPECIAL PROCEDURE

Take full advantage of your holiday evenings!

From December 24, 2013, through January 1, 2014, inclusively, you'll be able to reserve a trip for as late as 4 a.m. (arrival time at destination). Keep in mind that the reservation must be made at least 24 hours in advance.

Suspension of regular schedules

As mentioned in the *User Guide*, all regular trips will be suspended from Wednesday, December 25, 2013, through Thursday, January 2, 2014, inclusively, except customers with regular haemodialysis appointments.

Reservations for occasional trips should be made by phone as of seven (7) days before the planned trip at 514-280-8211, option #1, or by Internet through our SIRTA online reservation system.

Transportation in the metropolitan area

During the holiday season, the time limit for reserving a trip within the metropolitan area remains the same. You can therefore request transportation as of seven (7) days in advance, and prior to noon the day before travel.

THE TRANSPORT ADAPTÉ TEAM SENDS THEIR HOLIDAY GREETINGS

With this extended evening schedule, we'll help you spread the seasonal cheer till the wee hours of the night!



HELP US

IN WINTER



Remember to clear your entrance of all snow

Snow and ice often make boarding areas more difficult to access.

Entranceways and stairs must therefore be clear of snow and ice, and snow banks should not be blocking the driver's access to your residence. You must also make sure that there is clear access at your destination point. If the entranceway at your departure or destination point is snow-covered or icy, please cancel your trip. This will free up the minibus for another customer.

Snowstorms

When there's a snowstorm, suspending service is a last recourse. During the snowstorm and the following days, getting around is difficult for everyone. For safety reasons, and to limit late arrival times on those days, it would be best to postpone your trips, if at all possible. If road conditions are treacherous and you decide to stay at home, please remember to cancel your trips.

When weather conditions make it necessary for the STM to suspend its paratransit service, the decision is always made in the morning before the call centre opens and prior to the first trips.



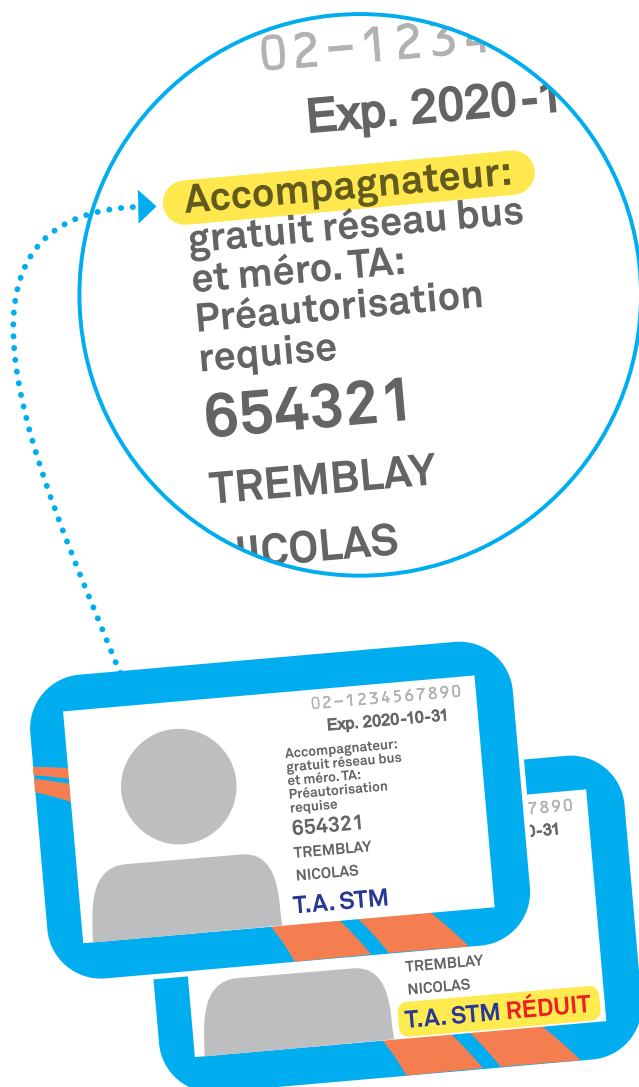
REMINDER

Travel companions: free transportation?

You've received a new OPUS ID card, replacing the former paratransit-specific one. In addition to confirming your admission to the paratransit program, you can charge your various transit fares to the OPUS card, for use on the bus and métro systems as well as for paratransit service.

The OPUS paratransit ID card automatically entitles you to a travel companion, free of charge, on the bus and métro systems, as long as that companion remains with you at all times. You are not entitled to a travel companion if you do not have your OPUS paratransit ID card on you.

When using Transport adapté, you must have your OPUS paratransit ID card with you at all times, even if you're paying cash. Unlike with the regular bus and métro systems, the OPUS paratransit ID card is obligatory, as it confirms that, after reviewing your file, the admissions committee has granted you permission to travel with a companion free of charge.





SEASON'S GREETINGS!

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

Teletypewriter

(TTY) **514 280-5308**

Requests for regular and occasional trips

Fax **514 280-6313**

Web site stm.info/en/transport-adapte

Service à la clientèle

E-mail transport.adapte@stm.info

Adresses favorites

E-mail 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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