

TRANSPORT

CONTACT



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Your opinion counts!

Evaluating service: a priority to improve and assure you of a consistently positive customer experience.

Telephone surveys are used regularly to analyze and measure the quality of the service offered.

A survey of 500 customers was conducted In November 2016. Our latest survey, conducted in February, analyzed another pool of 500 customers who had reserved trips since January 2017.

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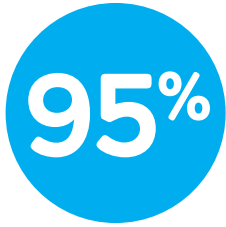


Newsletter for
Transport adapté
customers

-- JUNE --
2017

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TRANSPORT Contact — STM
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The results of the last survey are just as positive as those of November 2016.

The overall satisfaction rate with all Paratransit services was 95%. Overall satisfaction with the Call Centre was 94%.

Since 2013, users of SIRTA, our online reservation system, are increasingly numerous and the usage rate has increased by over 50%. These users say they are 94% satisfied with SIRTA.

Concerning the taxi and minibus service, 94% of customers were satisfied with their last trip.

The overall satisfaction rate isn't the only point we address. The primary objective of these surveys is to identify ways to improve and focus our efforts on what makes a difference for the customer.

At the Call Centre, despite a significant improvement, the main source of comments is the online wait time.



Several measures are currently being implemented.

Reminding customers the day before their trip is already contributing to reduce the number of calls. Since the beginning of the year, we have also added personnel, and for the first three months of 2017, the average wait time was stable at Trip-info and down over 40% at Reservations.

The survey results also allowed us to identify the main aspects to improve concerning your trips.

EXTRA

Thanks to EXTRA Connect, improvements will be significant.

We will soon be able to track our vehicle fleet in real time and be more proactive, particularly in managing punctuality. Concretely, this will allow us to prevent several late arrivals every day.

Surveys are tools that allow us to evaluate our service point by point at a chosen time. However, we pay attention to your comments day after day.

Your observations contribute to our ability to offer quality service to all our customers.

Calling customers absent at the door

A new measure to improve the customer experience.

Since May 1, all customers who are not present at the boarding point at the agreed time are called back by our dispatcher.

All customers are responsible for being ready and present at the door at the time confirmed in their reservation. However, this new measure allows us to ensure that both the driver and the customer are waiting at the stipulated place.

Sometimes it has happened that the driver showed up and didn't see the customer. In such cases, the driver left even though the customer insisted he or she was waiting at the agreed location.

This new callback process will allow dozens of customers every day to clarify the boarding point and avoid missing their transportation.

What about other calls?

Some customers make late cancellations and the driver shows up needlessly. In this case, we will remind the customer of the right practices to observe, by cancelling the trip at least two hours before the beginning of the reservation period.

We all have a role to play to ensure punctual service.



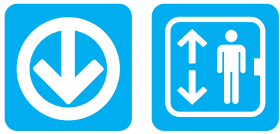
A new Extra feature

For the past few months, thanks to Extra Connect, customers have also benefited from a reminder service for their trips the next day.

In the next few weeks, an awareness reminder call will be made systematically when the customer cancels late.

Although this situation is exceptional, the customers will also be notified in cases where a trip must be cancelled for reasons beyond our control, such as a broken water main, for example.





Elevators at the Place d'Armes station

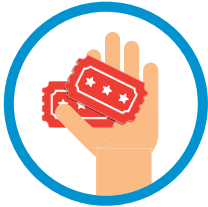
Each new accessible station makes it possible to extend freedom on the public transit system, especially for people with functional disabilities.

Located in the downtown core, the Place d'Armes station has been accessible since March with the addition of 2 elevators. This brings to 12 the number of universally accessible stations on the Orange line.

Do you use the regular network occasionally?

You can now get to the Place d'Armes station near the business district by taking the regular network. Within a radius of 500 metres, you have access to the Palais de justice, Complexe Guy-Favreau, the Palais des congrès or Notre-Dame Basilica.

Gradually, we will improve our facilities so they meet customers' needs better.



Exclusive offer

20% discount on the regular price for an Impact match.

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