

TRANSPORT CONTACT



IN THIS ISSUE ➤ Celebrating 35 years of Transport adapté ➤ Profile of a SIRTAs user, the online reservation site ➤ Contest to win a monthly pass ➤ Call queue rank ➤ Even more accessibility on the bus

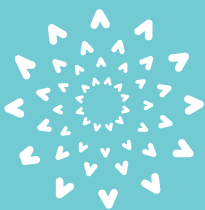


Communication and
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for paratransit
service users

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3111, rue Jarry Est
Montréal (Québec)
H1Z 2C2



The 35th anniversary of STM's Transport adapté should be celebrated and given the recognition it deserves for all it has achieved since paratransit service was established.

A marked progression in several areas, beyond the number of customers and trips, including the service provided, the adapted vehicles in use, as well as the computer systems for reservations and trip planning that have also evolved over the years. And let's not forget the quality of service that is also constantly improving.

Today, Transport adapté has more than **27,000 regular customers** and ensures **over three million trips** each year. In 1980, Transport adapté carried out 259 trips per day, whereas now, 9000 rides are taken on a daily basis. A dramatic growth! The STM wants to continue to provide you with transportation and thereby fulfill its mission regarding the social and professional inclusion of persons with functional limitations.

From the very first weeks of my tenure, I wanted to visit the Transport adapté facilities to understand how this essential service operates. I know how important it is for you, and the STM has taken pride in providing your transportation, day in and day out, for the past 35 years.

Philippe Schnobb
STM chairman



For a long time, I have believed that Transport adapté is one of STM's most important assets, in which we should all take pride. A service that has grown and expanded, year after year since 1980, by being open to the needs of its customers.

Indeed, we continue to improve service with the introduction of our EXTRA Connecte project that was recently approved by STM's board of directors. The project will lead to managing trips in real-time, with trip confirmation sent out the day before and a telephone call to notify you of your vehicle's imminent arrival. Our goal is to always be more efficient and offer you even better service. **Congratulations on your 35th anniversary. Long live Transport adapté!**

Luc Tremblay
STM chief executive officer

STM MANAGEMENT

A thirty-five year long track record full of obstacles, challenges, successes and victories. Over time, Transport adapté has faced many challenges. When it first started, trips were planned manually. At the time, getting transportation was difficult. Often, one could wait up to 45 minutes to speak with an agent to make a reservation, with a one-in-three chance of being turned down for lack of space.

The ACCES 5 system came into play in 2003, resulting in all requests for paratransit service being processed by a computer program. The technology made it possible to take the pressure off the call centre while pairing more customers. At the same time, the STM board of directors pledged that no transportation request would be refused if it was made 24 hours in advance.

Combined with the financial support of the ministère des Transports du Québec and the help of the taxi industry, these measures made it possible for Transport adapté to handle the skyrocketing increase in ridership. For example, in 2006, some 1.96 million trips were provided, whereas Transport adapté provided 3.4 million trips in 2014.

Despite these significant improvements, irritants still persist throughout the offer of service. For example, the 30-minute window for arrival. It means a customer can wait up to 30 minutes before the vehicle arrives and before the driver is deemed to be late. By 2018, paratransit users will enjoy an information system in real-time. In tangible terms, it means a customer will receive a message advising that the driver will arrive in 10 minutes. The idea itself of a window for arrival will completely change.



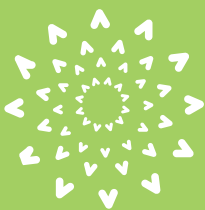
An increase in trips also means an increase in requests for reservations. As such, reaching the call centre becomes a major issue. During given times of the year, the call centre sometimes overflows with calls. Lastly, the uneven service provided by different taxi drivers is also pointed out by customers. Transport adapté management is aware of these problems and is working on them. Long-lasting solutions must be found and implemented, so that paratransit services can benefit from a funding program that would meet the transportation needs of customers.

Knowing that STM is determined to provide quality services that meet the needs of its users, I trust it will know how to mobilize its institutional and community-based partners to successfully take on these challenges. Congratulations to the STM for all the progress it has made! Now, let's all get back to work, together!

Marie Turcotte

Transport adapté users' representative on the STM board of directors

35
YEARS



WE'VE COME A LONG WAY SINCE 1980

On April 1, 1980, the Commission de transport de la Communauté urbaine de Montréal (CTCUM), which would later become the STM, started a paratransit service for the disabled, taking over from Minibus Forest, the company founded earlier by brothers Jacques and Jean-Marc Forest.

Using wheelchairs after being born with spinal muscular atrophy, Jacques and Jean-Marc Forest purchased a first vehicle in 1972 that they had to adapt to their needs. The news spread like wildfire and, to meet with demand, the two brothers had to hire more staff and buy more trucks. By 1979, the company's 16 adapted vehicles provided nearly 70,000 trips.



On February 11, 1980, the Québec government demanded that, as of April 1, public transit authorities begin providing transportation for the disabled within their respective territory. That is when the CTCUM took over Minibus Forest operations. The brothers, part of their staff and all their vehicles merged with the CTCUM. At the time, their operating area only included the middle portion of the island of Montréal, from Montréal-Est city limits to Connaught Avenue in Notre-Dame-de-Grâce. By November 1981, service was expanded to the entire island of Montreal.



The popularity of the new service was undeniable: the number of trips jumped from 135,000 in 1981 to 179,000 the following year, a 33% increase! Ridership continued to grow and the number of annual trips reached the one million mark as early as 1994.



Today, Transport adapté has over 27,000 regular customers and provides more than three million passenger trips a year. How far we've come since then! « The dream pursued by Jacques Forest, who died in 1999, and by his brother Jean-Marc, who passed away in 2007, continues to grow thanks to the dedication of Transport adapté's hundreds of employees », said director Mario Gagnon.

A TRIBUTE TO QUÉBEC'S PARATRANSIT SERVICE PIONEERS

As the founders of paratransit service in Québec, the story of Jacques and Jean-Marc Forest is a fascinating one. Their initiative provided the impetus for profound social changes.

For the brothers, it was more than a simple matter of transportation, it was the attitude of an entire society that needed to change. As Jacques Forest used to say: paratransit services are the key to social inclusion and dignity. After years of courage, stubbornness and hope, the humble beginnings of the service still mark quite a victory for everyone with limited mobility.

Louis Forest, the brother of our paratransit pioneers, speaks of his brothers with great respect and a touching pride: it's thanks to my brothers' actions and their clear demonstration of the need for transportation in our society that the government created a legal framework to force public transit authorities to provide paratransit services. They had a unique perspective of what the social integration of someone different really meant. »

He tells the story of how it all started: paratransit service was born in our kitchen where the initial investment for the purchase of a vehicle was backed by our mother, Annie Henry-Forest. Later, we put up the first radio-communications tower (for keeping in touch with drivers) in her flower garden! Our house became our company's base of operations. » The Forest brothers overcame their disability and did so much for others. It's a tremendous achievement. They were right to believe in it and to persevere. After all, today, paratransit has become an essential service in the lives of thousands of people throughout Québec.



Photo : Rénaud Labelle



Sold on SIRTA!



Martin Juneau has been a Transport adapté customer since 2005. From the day he was admitted as a service user, he was hoping and waiting for an online reservation site to be created. Today, he manages virtually 99% of his trips with SIRTA, the online reservation site. The only time he does not use it is when he has to add new addresses to his list. For that, he gets in touch with the call centre.

“I use SIRTA because it’s so much easier and faster. I don’t have to wait on the phone, so I’m more efficient. Even if the web platform is relatively basic, it’s still simple and pleasant to use. I wouldn’t say it’s the most up-to-date web application, but it does the job very well!”

If Martin Juneau had any advice for a paratransit customer who doesn’t know about SIRTA, it would be to try it a few times, because then, you get used to it, and you can always call customer service if you have any questions. Another aspect he raised involves the addresses he sometimes adds to his file whenever necessary. Once your list of addresses is created, it is easier to reserve your transportation with SIRTA, because the addresses are now in your history of trips.

Martin Juneau reserves most of his trips from his personal computer, but he is also comfortable doing so from his smart phone. “When I have access to Wi-Fi, I log onto Transport adapté’s website and there’s a link that takes me to SIRTA. Even if the screen is a little small, the scrolling lists and menus are clearly displayed and I can easily click on all my choices.”

To sum it up, keep in mind that with SIRTA, you can not only request transportation online, you can also review your schedule of trips, regardless of whether the reservations were made online or over the telephone.

WOULD YOU LIKE TO TRY IT OUT?

- Go to the STM website at this address: **stm.info**
- On the Paratransit page, select “Online reservations”
- Enter your customer file number and the password you use for Automated services. If you do not have such a password, call customer service at **514 280-8211, option 4**

CONTEST



To enter, go to: concours.stm.info/en/para. By entering this contest, you could win one of 12 monthly passes in a random draw among customers who will have submitted their email address.

Transport adapté would like to eventually communicate with you by email. This way, we can pass on news from Transport adapté or, in the near future, confirm your reserved trips for the next day (see article about our EXTRA project).

Who can enter? All customers admitted to Transport adapté. However, a family member or friend or even a person in charge of a customer can enter the latter's name in the draw.

Only the winners will be contacted by the STM. Contest rules are available at this address: concours.stm.info/en/para.

Good luck!

AVOID WAITING AFTER THE CALL CENTRE

- > Reserve an occasional trip or request regular transportation
- > Instantly see your confirmed reservations for the next 7 days
- > Review your list of regular and occasional trips
- > Cancel a regular or occasional trip
- > Temporarily suspend a regular transportation schedule

SIRTA ON A FEW CLICS!

YOUR CALL IS RANKED WHILE YOU WAIT ON THE LINE



Soon, you will be informed of your rank in the queue of calls waiting to be answered by Transport adapté's call centre. Whether you are trying to reach the reservations desk, the Info-déplacement line or customer service, an automated message will inform you of your call's rank, in other words, if your call is 3rd or 7th in line.

This way, you will have more information at your disposal to decide what to do if the line is not immediately available:

- 1 Stay on the line
- 2 Call back later
- 3 Use SIRTÀ, the online reservation site at **stm.info**, under the heading *Paratransit 4*
- 4 Use **option 3** and access automated services with your telephone keypad (interactive voice response system).

STM AND DÉFI SPORTIF ALTERGO, A WINNING TEAM!

Taking place from April 27 to May 3, 2015, the 32nd edition of the *Défi sportif AlterGo* brought together more than 6,000 elite and aspiring athletes from 37 countries. Despite their disability, these athletes surpassed themselves, offering impressive performances. For 7 days, Montréal was a global gathering place for paratransit sports.

Over 5,000 young athletes from a hundred or so schools in 12 regions around Québec stepped onto the Défi's various competition venues. After 5 days of events, the youngsters went back home, with memories and special moments that will stay with them for a long time.

Once again this year, the STM had the pleasure of handling most of the transportation as *Défi sportif AlterGo's* official transporter. A shuttle service was provided for athletes and their attendants aboard Transport adapté and STM buses between the airport, their hotels and the different competition sites. A crucial service considering the scope of the event and the number of participating athletes.



LATE CANCELLATIONS

Do you sometimes waste time waiting aboard a vehicle for another customer who forgot to cancel a trip? Or sometimes arrive either late or much earlier than the time you had requested?

Late cancellations, without reasonable advance notice or worse, at the door, deprive other customers of an available seat, cause delays and result in additional costs for nothing. Did you know that late cancellations cost the STM nearly half a million dollars each year? Transport adapté had no choice but to revise its definition of a late cancellation to tackle this problem as it impacts customer service. **A cancellation is deemed late if it is communicated less than 2 hours before the confirmed pick-up time.**

However, it is still important to cancel, even up to only a few minutes prior to the vehicle's arrival. It will help avoid detours, avoid wasting time waiting for nothing and reduce time aboard the vehicle for other customers. We are counting on your cooperation and thank you for it.



Safeguarding your personal information

In accordance with the **ACT RESPECTING ACCESS TO DOCUMENTS HELD BY PUBLIC BODIES AND THE PROTECTION OF PERSONAL INFORMATION**, the STM is required to protect the personal information of its customers.

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As a result, any person or organization wanting to obtain personal information included in the file of a Transport adapté customer must first obtain that customer's authorization in writing, have parental authority, or act as guardian or trustee and be able to prove it.

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Forexample, a customer's civic address, telephone number, frequent destinations, trip schedule, and any information pertaining to their admissibility (limitations, medical diagnosis, etc.) are considered personal information under the law and, as such, must be protected.

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Still, the STM has made an authorization form available to customers, so that duly authorized persons can obtain some of the information appearing in a Transport adapté customer file.

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The *Authorization to communicate personal information* form is available on the STM website, in the Transport adapté section, under the heading Forms.

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Once the form has been filled out and signed by either the customer or other authorized person, it can be sent by mail, fax or email to Transport adapté's customer service department. All useful numbers and addresses are on the form.

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2015

Funding obtained from
MTQ and city of Montréal.

Call for tenders to acquire
an onboard system for
minibuses.

2016

Calls confirming the next
day's trips begin.

2017

First wave of roll-out
of real-time system
in minibuses with the
installation of terminals
aboard vehicles and
the establishment of
a connection with taxi
company systems.

2018

Calls notifying of imminent
arrival of vehicle begin.



EXTRA

CONNECTE

A TECHNOLOGICAL TRANSFORMATION IS UNDERWAY

In 2011, we established the EXTRA project. Upgrading our trip management software to a more recent version was the first step in our preparations to shift toward managing service in real-time, also known as the EXTRA Connecte phase of the project.

Spread over a three year period, EXTRA Connecte is based on the deployment of a real-time vehicle scheduling system. What is mainly new about this system is that all paratransit vehicles will be gradually equipped with a GPS. Knowing the exact location of vehicles will enable us to give you more information for your trips.

For example, you could get a call notifying you that we will be at your door in 10 minutes. The 30-minute window for arrival will still exist, but you will still have a more precise boarding time. The same operating mode will apply to taxis and minibus.

EXTRA Connecte is a technological change that will produce benefits you will soon get to enjoy:

- A call announcing the vehicle's imminent arrival means less time waiting
- Your trips are confirmed the previous day
- Greater availability of information about your trips

MORE ACCESSIBILITY



NEW!

Lowering the front of the bus

Did you know that you can ask the driver to lower the bus floor to sidewalk level, regardless of whether you use a mobility aid or not? For most people experiencing difficulty boarding a bus, this manoeuvre is enough.

Deploying the ramp

If you use a mobility aid like a cane or a walker, you can now ask the driver to extend the access ramp.

Deploying the ramp is no longer exclusively for persons in a wheelchair, but available to all customers who use a mobility aid and request it from the driver when the bus arrives at your stop.

ON THE BUS

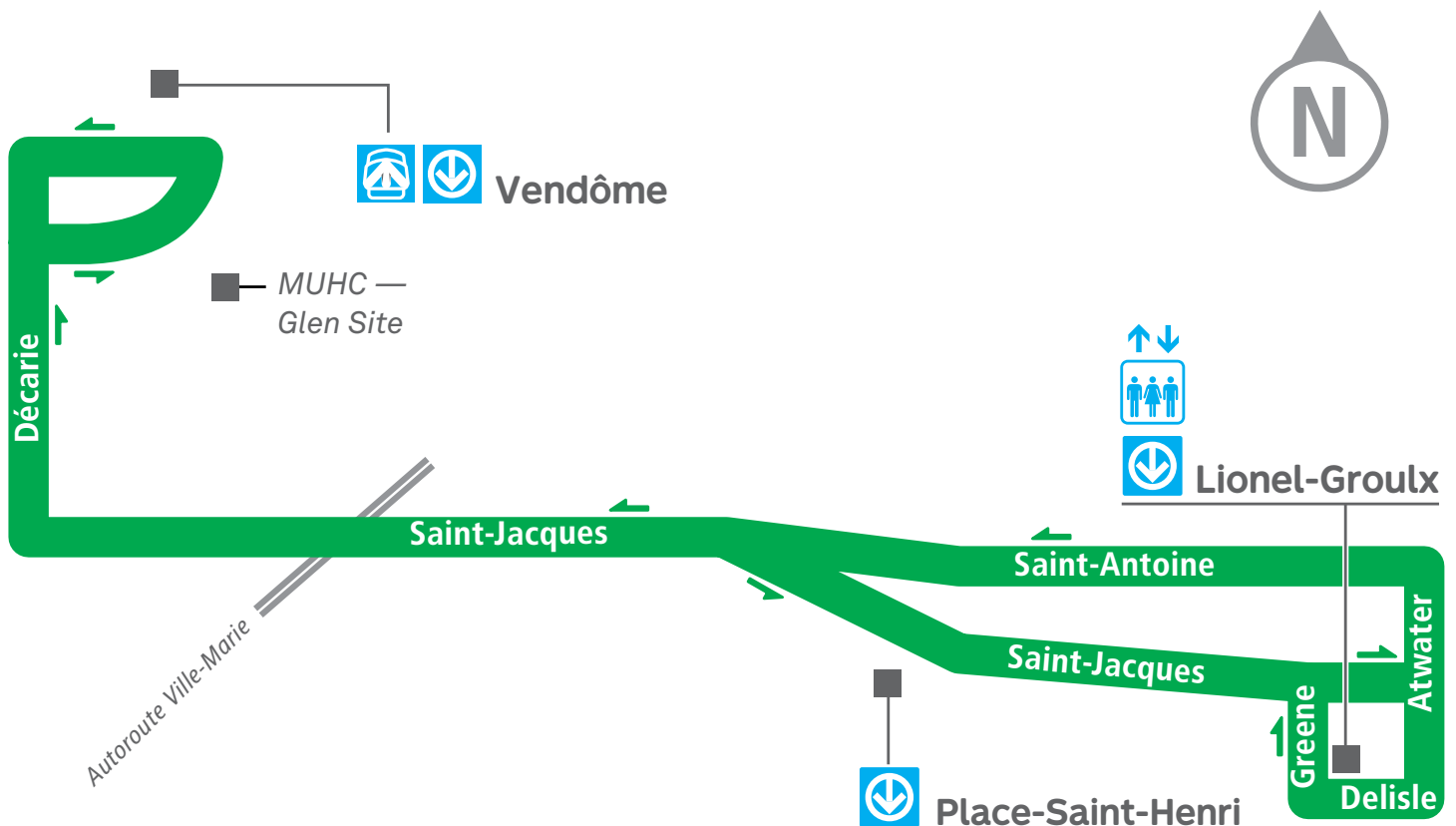
New bus line

The 77 bus line was recently created to serve the McGill University Health Center (MUHC) Glen site. It enables persons with limited mobility to easily reach that destination. This new service will help to offset the current lack of elevators inside Vendôme station, next to the MUHC.

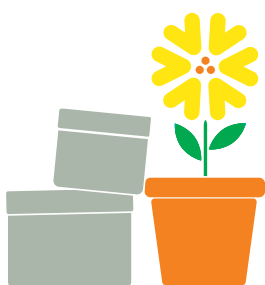
It is a temporary measure until the station becomes fully accessible once the second entryway is built.

The 77 bus offers weekday service from **6 a.m. to 9 p.m.**, with buses running **every 30 minutes**. For more information, go to **stm.info**.

77 Station Lionel-Groulx / CUSM



HELP US



MOVING?

Avoid unpleasant surprises with your regular schedule by making your address change as early as possible. Please cancel your regular schedule and submit a request for another one with your new address.

Call customer service at **514-280-8211, option 4** or use the Change of address form in the Forms section on our website **stm.info/en/para**.

YOUR CHILD IS GOING TO SUMMER CAMP?

Reserve your child's trips at least seven days in advance by proceeding as follows:

- First obtain the reservation form either on the **stm.info/en/para** website or from customer service by calling **514 280-8211, option 4**.
- Then return the completed form by email to **TA.Campdejour@stm.info** as an attachment or by fax at **514 280-6313**.

If you sent in your request by email, we will then confirm your transportation times by email.

For confirmation, you can also check your file through SIRTÀ, the online reservation site, where you can review all your planned trips for the next 7 days. You can also call 2 days prior to the first trip at the usual number: **514 280-8211, option 2**.

You can also make this transportation request for day camp through our call centre. **Have a great summer and happy camping!**

LEAVING ON VACATION?

Before leaving, remember to advise us of the temporary interruption in your regular trips. You can interrupt trips in a regular schedule for a maximum period of 8 weeks.

You have the choice of using SIRTÀ (the online reservation site) or Automated services at **514 280-8211, option 3**, or speaking directly to an agent, **option 2**.



ARE YOU A STUDENT 16 TO 25 YEARS OLD?

Be ready to start a new school term — To pay the student reduced fare, you must obtain a new registered photo OPUS card by showing proof of age and of full-time school attendance at one of these locations:

- At the STM photo studio at 1717 Berri (inside the Gare d'autocars de Montréal), starting August 1.
- During the OPUS Tour of schools, from the end of August to mid-October. In July, a list of all schools scheduled for the photographers' visit will be available at stm.info/tourneeopus.

The fee for issuing a card is \$15 at the photo studio and \$14 during the OPUS Tour of schools.

If your mobility is limited — you can also go to the customer service centre at Berri-UQAM station or to one of STM's points of service – see list at stm.info.

When renewing your new photo OPUS card at your school, the STM photo studio or at one of our points of service, **bring your Transport adapté identification card** as proof you are admitted as a customer. You can then ask to have your status and file number added on your reduced fare OPUS card.

This way, you will only need to show a single card when using the bus and métro system or riding aboard paratransit vehicles.

OPUS tour documents and complete details available at:
stm.info/tourneeopus

Reserve or cancel your regular or occasional trips using SIRTÀ, our Internet-based reservation system. It's the quickest way!

Go to the stm.info/en/para and click on [Reserving online](#). Don't have a password? Ask for one at **514 280-8211, option 4**.



DISCOVER OUR MANY DISCOUNTS AND BENEFITS



20% DISCOUNT

On your admission fee to the Zoo Ecomuseum upon presentation of your OPUS card

Offer valid until April 30, 2016.
See details and conditions on stm.info/merci



Web site stm.info

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

Customer service

E-mail transport.adapte@stm.info

Preferred addresses

E-mail adresses.favorites@stm.info

TRANSPORT CONTACT

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

Editorial

Lydia Saint-Germain

Production team

Anne Charland
Benoît Clairoux
Gilles Vaillancourt

Graphic design

Cécile Dion

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