



## RIDE IN REAL TIME WITH EXTRA!



Paratransit minibuses are now equipped with tablets with a communication and navigational aid system, meaning they can be tracked throughout the system in real time.

### For the customers

This technology solution offers numerous advantages that will allow Paratransit's team to optimize the service over the coming months. Here are some benefits for customers:

- Trip reservations optimized to offer better service to customers.
- Faster and more efficient actions throughout the system with access to exact vehicle position at all times.
- Ability to target problematic sectors (for example, streets closed due to a broken water main) and adjust routes as required.
- Approximately 20% of the vehicle fleet (100% of minibuses and one taxi company) is currently connected in real time. By the end of 2019, all taxi companies offering this service will be connected.
- At the end of 2019, ability to notify customers of the imminent arrival of their transportation when all vehicles will be connected in real time.

### For the Paratransit team

The move to real time also provides numerous daily benefits:

- Ability to take faster and more efficient actions throughout the system with access to exact vehicle position.
- Access to reliable and accurate indicators that support agents' decisions.
- Fewer errors and ability to manage situations in real time by using the tablet, which encourages electronic communication between agents and drivers.
- Ability to quickly target problematic sectors and adjust routes as required with access to exact vehicle position at all times.

## **Transport adapté overview**

- A door-to-door paratransit service for people with functional limitations offered since 1980.
- Average annual growth of 6.5% in paratransit rides, with an increase of 2.3 million rides in 2008 to a record 4 million in 2017.
- More than 31,600 regular customers traveling on and around the Island of Montréal.
- Service offered by:
  - 128 STM minibus drivers
  - 86 STM minibuses
  - Approximately 1,500 taxi drivers working for the 14 standard and wheelchair-accessible taxi service providers contracted by the STM
  - About a hundred employees providing call centre, planning and billing services
- Almost 6,400 new customers in 2017.