



That's why, for each of these public places, we have identified a precise pick-up point which can be easily accessed by our vehicles. Please carefully note this location!

- **A place** might be temporarily blocked and unsafe due to a construction site, or there may be a situation that obliges us to move the pick-up/drop-off point. You may also need to wait for us at a different location.
 - Notify us as soon as possible when there is a temporary change affecting a pick-up point, by calling 514-280-8211, option 2, as soon as you arrive there. This will enable us to adjust the trips that come after that.
- **The return trip time** that you planned can be changed: for example, a medical appointment or court appearance can last longer.
 - Call 514-280-8211, option 2, to have us send you a vehicle.

Thank you for sharing this information with us. It is essential in helping us improve trips that follow on the same day and in the days right after.

10% discount

La Relève gourmande is the ITHQ's teaching restaurant, where students and their teachers are pleased to welcome you and offer you a unique experience. This is an **accessible** site, open Tuesday to Friday during the school year.

Until May 22, 2020, get a **10% discount** on your bill upon presentation of an STM fare card, which includes the OPUS card from Transport adapté.

Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at stm.info/en/tcnewsletter to receive your next issue by email.

Position pour
Vignette FSC / Recyclé
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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.

TRANSPORT CONTACT

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Arriving on time: our shared objective

For both the STM and its customers, "arriving on time" is the goal. Here is how we plan our vehicles' trips to achieve this.

Plan

We plan a window of arrival to ensure we arrive on time at your pick-up point. This window covers a 30-minute period. Why 30 minutes? Because the following factors can change the time our vehicles spend on the road:

- Peak-period traffic
- Road incidents
- Weather conditions

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Newsletter for
Transport adapté
customers

FEBRUARY
2020

Port de retour garanti
TRANSPORT Contact — STM
3111, rue Jarry Est
Montréal (Québec)
H1Z 2C2

Courrier Poste Publication Numéro de convention 40015715

This time period allows us to pick up other customers who can be transported in the same vehicle (given our mandate as a public transit service provider), while ensuring we deliver the service offered.

Did you know that 56% of all departures are planned within the first 10 minutes of the 30-minute window of arrival expected for your pick-up?



Checking on SIRTA

When using SIRTA to check your vehicle’s arrival time, you might see that it will arrive after the 30-minute window of arrival. A delay is caused by situations that arise along the route.

As indicated in SIRTA, we are aware of the situation. There is no need to contact us to inform us about this: we are doing all we can to adhere as closely as possible to the window of arrival we have reserved for you.

Imminent arrival notification

With the geolocation of our vehicles, we are now able to track their trips in real-time. Indeed, thanks to this new feature, we can also keep you informed about the imminent arrival of your vehicle.

It takes an average of eight minutes between the time the message is received and the time the vehicle arrives. This timeframe might be longer or shorter depending on the factors described above.

As a result, this message may be sent to you

- just before the start of the window of arrival.
For example, everything is going smoothly on the road, and for a trip requested at 1:30 p.m., we expect to arrive at 1:35 p.m. The imminent arrival message will therefore be sent at 1:27 p.m.
- after the start of the window of arrival.
For example, for the same trip requested at 1:30 p.m., we expect to arrive at 1:55 p.m. The imminent arrival message will therefore be sent at 1:47 p.m.

There are a number of criteria to consider when planning a trip, but our priority is always the same: to be on time and within your confirmed window of arrival, while transporting you safely.

The driver is your ally

Whatever happens between the moment you are waiting for your transportation and when you exit the vehicle, try not to blame the driver for any delays.

Did you know? The driver scheduled to pick you up may have been called in to help another driver who was detained or delayed on his way to reach you. It is useless to blame your driver. Like you, he does not like to be late.

Increased comfort in taxis

Among the latest improvements made to our services, there is one you can now try during your trips taken in sedan taxis and/or accessible taxi vehicles.

We focused on the space required to ensure our customers’ maximum comfort in these vehicles. The aim is to make taxi trips more efficient while ensuring the comfort of all our customers.

This adjustment in how we do things means that we can now provide trips with no more than two customers in a taxi’s back seat.

Our recent consultations with our customers proved just that: having three customers sit together at the same time in the back seat was a source of discomfort for many people. The new measures we adopted are specifically aimed at improving your comfort.

We are thereby optimizing the time you spend on board: customers who occupy a space in the same vehicle board in the same area and get off at a common destination area.

These initiatives also allow us to offer a greater number of vehicles at strategic points in time, such as peak periods, while improving your customer experience.

Let us know

For each of your trips with us, we need to consider various details that arise at the last minute. Quite often, only you can provide us with such information.

Here are a few examples of when additional information on your part helps us plan your trip better:

- In some public places, there are a number of doors for entering and exiting. However, each of these places has a different configuration.

