

The Blue line extension, new card readers on buses, big communications campaigns—each month, thousands of STM customers weigh in on major projects like these, as well as our everyday bus and métro service.

Whether or not you have continued to travel by bus and métro since the start of the pandemic, we want to hear from you. Sign up now to be entered automatically in a draw for one of two \$300 prizes. Each survey you complete will then earn you a chance to win one of two \$200 monthly prizes.

#### How to sign up

You must have an email address to sign up. To start the process, go to this website:

[mavoixmastm.info](http://mavoixmastm.info)

## Update your file

As we enter into spring, we remind you to consider updating your file with us. For example, your mobility aid may have changed, you may have had a change in your health that we should know about, or there may be different contact names that we need to have.



Please also let us know right away if you have a change of phone number or address. These are all important details that help us serve you better.

Did you know that you can update your file yourself through SIRTÀ? This is another feature that makes our online reservation site so convenient. Try it today!

If you prefer, you can also call Customer Service and request an update to your file that way.



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

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

Dans ce numéro :

- Why am I seated next to another customer?
- Trends in 2021
- Tell us what you think of the bus and métro networks
- Track your vehicle in real time
- Update your file

## Why am I seated next to another customer?

There are a few reasons. First, all Transport adapté vehicles—whether taxis or minibuses—are considered public transit vehicles. This means that multiple riders may be present.

Second, although we have many customers, we have a limited number of vehicles. This is another important reason to consider.



Lastly, as a public service, managing our financial resources responsibly is a priority. For all these reasons, vehicles must sometimes be shared by more than one customer.

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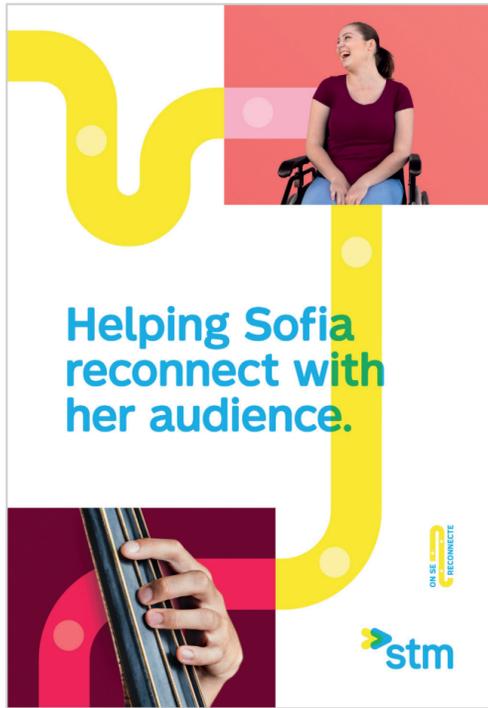


Newsletter for  
Transport adapté  
customers

--- MAI ---  
**2022**

Port de retour garanti  
TRANSPORT Contact — STM  
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Montréal (Québec)  
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Helping Sofia reconnect with her audience.



Have you tried the newest feature on Sirta, our online reservation system? You can now not only track your vehicle's real-time location on a map but also find out whether you are the next customer to be picked up or dropped off.



### How we plan our trips

Each day, we plan the next day's trips. We plan vehicle routes around the 30-minute pick-up window provided at the time of reservation.

We also consider other important factors, such as the amount of seats required, the type of vehicle, the route's estimated travel time and the time of day (traffic peaks, possible detours, etc.).

Combining all these factors, we do our best to optimize our vehicles' routes. This sometimes means pairing customers together for portions of a trip when parts of their respective routes overlap.

### Day-of adjustments to prevent delays

When planning trips scheduled for the next day, we combine our knowledge of your needs and routes to deliver a service that is as timely and comfortable as you expect.

However, on the day of, what seemed optimal the day before may need to change for a variety of reasons that are difficult to predict. For example, an accident on the road may slow traffic or cause a detour, we may receive an urgent trip request during the day, or a customer may not be ready at the time of their pick-up, resulting in a delay.

When all goes according to plan, well-coordinated trips—which may include pairing customers—allow all our customers to travel on a schedule that suits them.



Did you know? To make your taxi trips more comfortable, we have limited the number of people who can sit in the backs of sedans and accessible cars. We started implementing this measure before the pandemic.



### Transport adapté customer experience surveys

### Trends in 2021

Since the beginning of 2021, we have conducted monthly telephone surveys with some 100 customers in the weeks following their trips. Our goal is to measure and track customer satisfaction while learning how to adjust our communications and services so we can continue to improve.

### An eventful year

As you know, 2021 was a year unlike any other. The feedback from our customers confirms this.

At the start of the year, we set a target for customer satisfaction with our services. Added to that were various service adjustments that had to be made due to changing health measures throughout the year.

Our priority was to implement these measures properly to protect you and our employees. Because of this, our service offering changed several times in 2021. Much like all the effects of the pandemic, these changes affected the satisfaction of those who used our services.

The pandemic meant that customers had to ride alone and there was less traffic on the road. This resulted in an exceptional level of service not usually possible in public transit. These factors and more led to customer satisfaction constantly changing throughout the year.

### Courtesy and feelings of safety

However, despite all these adjustments, your appreciation of our employees' courtesy on the phone and your feelings of safety inside our vehicles remained high.

We hope that our return to more regular routines will bring back a renewed customer experience. In that view, we will continue striving to keep your trips with us safe and pleasant as always.

## Tell us what you think of the bus and métro networks



We are looking for Transport adapté customers who also travel by bus and métro to join our customer survey panel.

Are you interested in giving us feedback on your experience with both paratransit and the STM bus and métro networks?

### Then sign up for My voice my STM!

You'll be added to our panel of around 20,000 customers who receive regular surveys about public transit in the Greater Montréal area.

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