

TRANSPORT

CONTACT



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Pick-up time

We will always confirm your next day's trips the day before by telephone, email or text message.

The message ends with a precise time, for example: "Be ready at ... 6:10 p.m.!" But what does this mean exactly?

It is your confirmed trip time and when you need to be ready to board the paratransit vehicle. The vehicle should arrive within 30 minutes. It is only after this 30-minute pick up window that the vehicle is considered to be late.

Planning Transport adapté trips is a complex process. Here's how we orchestrate almost 10,000 trips each day.

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Newsletter for
Transport adapté
customers

DECEMBER
2018

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

Courrier Poste Publication Numéro de convention 40015715

How is my trip time calculated?

All trips are planned using a software program equipped with a powerful algorithm. It calculates and selects the best route option by considering several parameters while respecting the specific travel conditions of each customer.

Almost everything is taken into consideration, such as boarding time, additional time needed for certain mobility aids and estimated traffic volume. Of course, in addition to computing all this, we must also check the possibility of combining trips with other paratransit service customers who travel in the same sector as you, because paratransit service remains a collective transportation service after all.

Your trip is methodically planned, based on a set of parameters to ensure your trip is in the scheduled timeframe.

Always on time?

While our punctuality rate is approximately 90%, our drivers work in variable conditions every day. This is why delays may occur for all kinds of reasons beyond our control. Think of the number of roadwork sites or the weather conditions that can disrupt or delay a trip.

Improving punctuality through geolocation

By the end of 2019, geolocation devices will be integrated in all our vehicles, and our agents in the control center will know the exact location of vehicles at all times, which will enable them to make proactive decisions and provide you precise informations. The data will also enable us to recalculate trip times in all corners of the city, at all hours of the day, to provide you with improved service punctuality. The members of the STM team share the same desire: to offer you a reliable and punctual service.



Your driver is there for you

At Transport adapté, we put your safety at the top of our priorities. To minimize any incident that may occur between the time you disembark the vehicle and when you arrive at the door, we ask our driver to assist you.

The driver has the duty to escort you to your entrance at all times and must extend this courtesy to all our customers.

The driver's role

At the drop-off point at your destination, your driver will offer you assistance to exit the vehicle and will accompany you to the door.

If you are able to reach the door on your own, the driver will walk beside you and ensure there are no obstacles in your way.

By being present, the driver can prevent a potential fall and open doors to public places if they are heavy or difficult to open. At your home, the driver will wait by the door to make sure you can enter.

The driver can then leave with peace of mind, knowing that you are back inside safely.



Getting around in winter

Each winter, our city is transformed. Weather conditions such as snow, ice and freezing rain can impact and delay our trips for several days. During bad weather, we put all our efforts toward avoiding any disruptions to service. Our planning is essential to help you better cope with winter.

Planning your trips

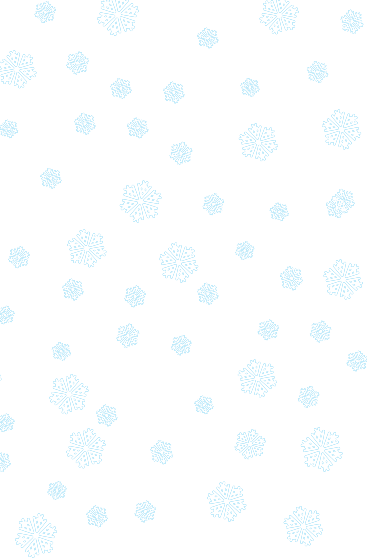
Delays and longer than usual travel times should be expected when there are snowfalls and in the days that follow. If you feel that conditions are less than optimal for heading outside, consider cancelling your trip as soon as possible.

If you are still going out, help us make your trip easier by ensuring your entrance is cleared of snow so that our driver may reach your door. Accesses should also be cleared at your destination.

Also, be advised that, in order to accommodate the greatest number of paratransit service users, the customer contact center agents may suggest that you put off your trip to a later time, when it is less busy.

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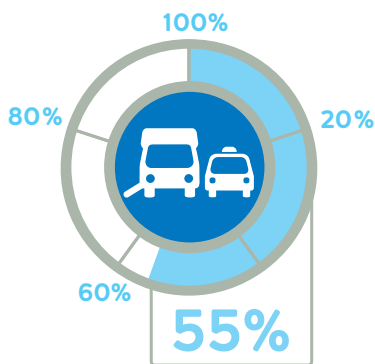




Accessible bus service maintained during bad weather

Regardless of weather conditions, accessible bus service is always available. However, when looking outside, if you see that sidewalks and streets are icy or covered with snow, it may prove difficult, if not impossible, to safely extend the bus ramp.

Visit our **stm.info** website when conditions are at their worst. On the home page, you'll see messages for wheelchair users on a blue background. Avoid having a bad experience on the road by taking the time to get all the information before leaving.



Our real time network

We can now follow 55% of our vehicle fleet thanks to geolocation. The project will continue in 2019, when completed, it will be able to inform you of your vehicle's imminent arrival.

Details at stm.info/en/para-extra



Holiday schedule

Service hours will be extended from December 24, 2018 to January 2, 2019 inclusively. In addition, to celebrate the coming New Year in style, transportation service will be available all night from December 31 through to January 1.

Details at stm.info/en/paratransit-hours

Your *Transport Contact* newsletter is now available in an electronic format! Sign up today at stm.info/transportcontact 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.

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