

TRANSPORT

CONTACT



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New on SIRTA

Almost 20% of customers plan their trips using SIRTA, our online reservation site.

When making your next reservation, you may notice that we have added some new features and introduced several improvements for accessibility.

New features

- You can make a reservation for a new address on the Island of Montréal.
- A link to Google Maps lets you view your address on the map and make sure it's the right one.

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Newsletter for
Transport adapté
customers

NOVEMBER
2018

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

Courrier Poste Publication Numéro de convention 40015715



Improvements

- Universal accessibility has been a major focus, especially to assist browsing with screen readers.
- The time field is displayed in 24-hour format in English and French.

Your reservation is only a few clicks away

Reservations, confirmations and interruptions are possible for all your regular or occasional trips via Sirta. You can also request or interrupt a regular trip.

Haven't tried SIRTA yet?

You'll see, SIRTA is easy to use, and you'll avoid the customer contact centre wait.

Measuring to improve ourselves

To improve the quality of our service, we regularly use a variety of measurement tools: mystery customers, on-the-road assessments, studies and telephone surveys. The results obtained are analyzed and action plans are then developed.

Our latest data comes from a telephone survey conducted last May with 1,000 respondents randomly chosen from among Transport adapté customers who had made a minimum of two trips per month in the previous six months.

The findings

Since 2010, the overall level of satisfaction has been stable. For 2018, it remains high at 84%.

A large majority of customers (88%) say they are “happy” with their experience using Transport adapté services.

While satisfaction levels for the call centre (87%) and SIRTA (86%) have remained unchanged since 2017, there was a five-point drop in satisfaction with last trips.

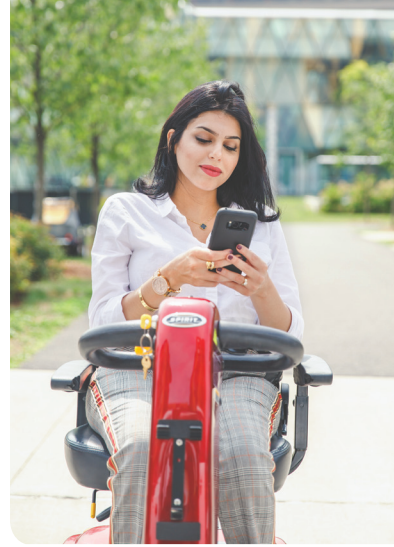
Several areas for improvement have been identified. We will redouble our efforts on call waiting time, SIRTA accessibility and functionalities, vehicle punctuality, certain aspects of driver service, and vehicle comfort.



Actions taken for improvement

Already, several measures have been implemented based on the survey results:

- Due to increased call volume, resources were added to support the customer contact centre.
- SIRTAs were improved to make it more accessible.
- The EXTRA Connecte project has improved punctuality and customer information over the last few months. Ultimately, this project will also inform customers of their transportation's imminent arrival.
- A review of driver training will improve drivers' customer service.



Customers are very satisfied (94%) with the text message reminders for next day trips.

Are you keen to try them out?



Get around safely thanks to hand-to-hand service

Hand-to-hand service, much more than a simple trip

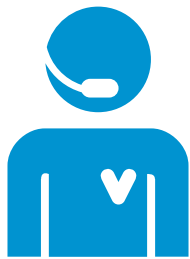
For customers living with an intellectual or psychiatric disability, paratransit transportation is always done hand-to-hand. This means that the guardian must identify the customer, pay their fare and confirm their destination.

The guardian must also inform the driver of any information that could facilitate the boarding procedure or contribute to the customer's comfort and safety. Upon arriving, the driver must ensure the customer is met by a guardian.

Transport adapté allows Nicholas (pictured) to get to his social activities independently and safely. Planning is essential for him to have a positive experience.



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Are you a parent or guardian of a Transport adapté customer?

Ensure the customer's file is up to date by informing us of the contact details of the guardian or any change in autonomy.

Before the trip:

- Remember best practices on board a vehicle.
- Confirm that a guardian will be waiting for the customer at their destination.

Contribution from parents or guardians is essential, particularly during a transition period, such as when the customer has a new travel companion, a change in schedule or a new activity. We are all working towards the same goal: a safe and successful travel experience.



Car seat

Do you use paratransit services with a young child?

Check out our new web page to help you plan your trip.

[Details at stm.info/en/luggage](http://stm.info/en/luggage)



The Chum

A very busy public place

There are two boarding and disembarking areas for Transport adapté at the Centre hospitalier de l'Université de Montréal (CHUM). Reservations are only possible by phone, as this ensures that customers are informed on their arrival and departure locations.

[Details at stm.info/en/para-chum](http://stm.info/en/para-chum)

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