

As a safety-conscious customer, you can often provide the best reminder by remaining vigilant.

You can also report the issue to our customer contact centre. Call 514-280-8211 and select option 2, and an operations supervisor will be able to speak to your driver.



## Door-to-door service

In addition to transportation, our paratransit service includes assistance getting to and from the vehicle. Your driver must always be attentive to ensure your safety from pick-up to drop-off at your destination.

Some passengers may prefer that their drivers not accompany them to the door. However, please understand that drivers are obligated to accompany you to ensure that you reach your destination. It is part of their job.

Customer accompaniment is a key safety feature of our service offering.



## The 30-minute vehicle arrival window

You need to be ready to leave no later than the start of your confirmed time.

Please do not call us during your 30-minute window. These calls tie up our phone lines unnecessarily.

Remember that your vehicle is not considered late until after those 30 minutes are up.

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

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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

## In this issue:

- Trip requests: tips to avoid waiting on the phone
- Ridership up in the last year
- Shoulder belts in accessible taxis
- Door-to-door service
- The 30-minute vehicle arrival window



## Trip requests: tips to avoid waiting on the phone

We always try to make sure you don't have to wait when you need our transportation services. Here are a few solutions you may find helpful:

### Call early in the day

When you call us to request a trip, your wait time will be shorter if you call us earlier in the day. The later it gets, the greater the chance you'll have to wait before speaking to an agent.

So, whenever possible, **call early!**

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Newsletter for  
Transport adapté  
customers

-- WINTER --  
**2023**

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

## Or make your own reservation

Another way to avoid waiting is to book online. Our online reservation system lets you book up until 9 p.m. the night before your trip. You can enter your own information at your convenience, no intermediary required.

If you haven't already, give online reservations a try! You can find step-by-step instructions on our website.



As such, we will be paying attention to the topics that matter most to you, such as wait times before speaking to staff on the phone.

We have already extended our call centre's hours of operation to make it easier for our growing clientele to reserve trips. Recently, we also implemented a new digital tool allowing you to track your vehicle's movements on a map from your phone or computer. Give it a try! Many of you will find it very useful.

In conclusion, please know that my team and I are striving to make your Transport adapté customer experience the best it can be. This spring, and every season to come, we wish you only enjoyable trips, free of the inconveniences that we have seen in the last year.



## Ridership up in the last year

### Chantal Fortier, Director, looks back on the last few months at Transport adapté

In March 2020, the pandemic brought all of Quebec to a standstill. Many of our customers greatly reduced their trips or stopped travelling with us altogether. Three years later, ridership has made a comeback, with 50% more customers having travelled with us in 2022 compared to 2021.

There are also more customers using our services. To date, we have more than 30,400 customers,<sup>1</sup> up from 28,250 this time last year. The numbers speak for themselves—you're back, and there are more of you than ever!

### Making adjustments

For some time, we faced significant challenges due to a labour shortage in the taxi industry. We had to react quickly and make adjustments. The situation has since improved, and our monthly surveys of a representative sample of customers have shown that our users remain confident in us. In the last 12 months, our customer satisfaction rate was 82%, and we hope to improve on that number this year.

These surveys also allow us to identify which aspects of our service should be prioritized, because you either care more about them or need more information on them.

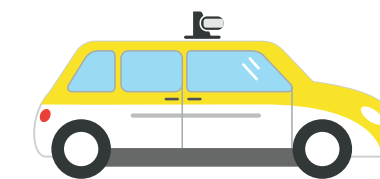


Chantal Fortier, Director  
Transport adapté - Société de transport de Montréal

### Our top scores

We are proud to hear that our survey respondents are satisfied with the following aspects of our service:

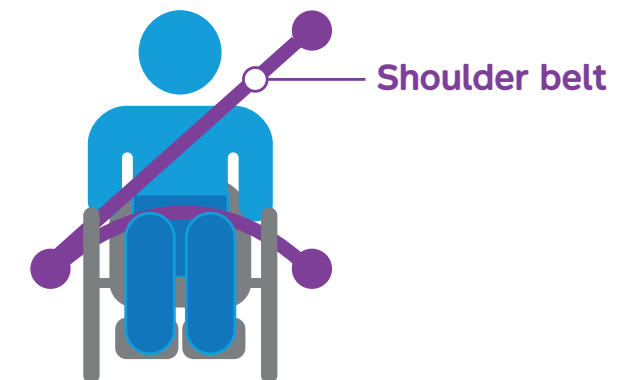
- Courtesy of call centre staff
- Sense of safety during most recent trip
- Courtesy of the driver



## Shoulder belts in accessible taxis

The shoulder belt is the upper part of the seatbelt that runs diagonally across the body. It is an essential safety feature. Did you know that using the shoulder belt is mandatory for all wheelchair-using passengers in accessible taxis?

If your driver does not put the shoulder belt on for you, ask them to. If your vehicle does not have shoulder belts, the driver is responsible for taking the necessary measures to install them.



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<sup>1</sup> Number of customers who used our services at least once in the last two years