

The OPUS Monitoring Committee

Consisting of customer and STM representatives, this committee is monitoring the implementation of the OPUS card at Transport adapté. Seen here are some of the members of the committee at the start of a work session. On the agenda: payment control at Transport adapté.



TRANSPORT

CONTACT

From left to right

Standing: Yann Lacroix of the CCSMM, André Beauchamp of the APOHQ, Martin Laperle of the SCSC, Julie Cadieux of the CRADI, Valérie Larouche of the RUTA, Daniel Leclair, Joël Rivard and Denis Duquette of the STM.

In the front: Marie Turcotte, Member of the STM Board of Directors and Mario Gagnon of Transport adapté.



MOUVEMENT COLLECTIF



Courrier Poste Publication Numéro de convention 40015715

Communication
and information
newsletter for paratransit
service users

DECEMBER 2009

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

Inspectors at Transport adapté...

Paratransit clients will come into contact with the inspectors during their travel by minibus and taxi. The inspectors verify that clients have paid their fare, as is done on the bus and the métro.

If you have an OPUS card, the inspector verifies the card with a card reader. Your OPUS card must be charged with a valid monthly or weekly fare.

If you pay in cash, proof of payment is recorded on the driver's route sheet.

Clients who travel without paying can be subject to fines ranging from \$100 to \$500 – STM by-law R-105.



Transport
adapté
inspectors
Martin
Marentette
and Réginald
Michaud.

They are there to
help you.



To reassure you

- Transport adapté has advised its clients so that they will feel comfortable when they see the uniformed inspectors.
- All clients have been advised of the arrival of the inspectors in a letter sent in November and via a notice posted in the minibuses. Then the inspectors met clients in various public places.
- In December, the inspectors are meeting clients as they get in and out of the minibuses and taxis.
- Clients will therefore not be surprised to see the uniformed inspectors verifying payment at the beginning of 2010.

At an information stand at the Lucie-Bruneau Centre, officer Martin Marentette checks the OPUS card of Pierre-René Jodoin, a proud Transport adapté client.



Reservations during the holiday period

From December 25 to January 2, all regular trips are cancelled, except those for hemodialysis appointments.

If you wish to reserve trips during this period, you can reserve up to 7 days in advance.

Are you returning earlier on December 24?

Often, activities end earlier on Christmas Eve. As of December 17, you will be able to change the return time for a trip scheduled for December 24.

These requests should be made **by telephone** at **514 280-8211, option 1**.

This winter, think about clearing snow from entrances

Snow and ice often make boarding areas difficult to access.

Entranceways and stairs must be cleared of snow. Nor should there be snow banks blocking the Transport adapté driver's access to your residence.

You must also make sure that your destination is cleared for access.

If the entrance at your point of departure or destination is snow-covered or icy, please cancel your trip. This way, you will prevent the driver from making an unnecessary trip to your home.

to help you

Snowstorms

During a snowstorm, travelling is difficult for everyone. On these days, it is safer to go out only if absolutely necessary.

If you decide to stay at home and you cancel a regular trip, don't forget to cancel the return trip.

When weather conditions make it necessary for the STM to suspend its paratransit service, the decision is always made in the morning before the call centre opens and prior to the first trips.

The media are always advised of a suspension of the paratransit service, so stay tuned...

Management changes

The winds of change blew through Transport adapté this fall. The new director, Liette Vinet, introduces the management team.

At the front: ➤ Gérald Brûlé, head of the customer service and partner relations department ➤ Mario Gagnon, superintendent of service delivery and maintenance **At the back:** ➤ Nancy Poussard, human resources advisor ➤ Sylvain St-Denis, superintendent of planning, projects and business strategies ➤ Liette Vinet, director ➤ Sylvain Laplante, superintendent of administration and control

This team, along with all Transport adapté employees, are united in a goal to improve and develop services. They all share the same desire: to serve you well.



Universal accessibility

Universal accessibility means that all citizens have the right to benefit from the same services.

The STM would like all its services to be more and more accessible. The STM is therefore doing everything it can to make its buildings, vehicles and information tools accessible to all.

The low-floor buses

On the new buses and the articulated buses, the ramp for clients in wheelchairs is located at the front door.

Therefore, the STM now has some buses with the ramp at the front and others with the ramp at the rear. A pictogram of a wheelchair indicates at which door the ramp is located.

Maps in relief for the métro stations

The STM and the Institut Nazareth et Louis-Braille have developed maps in relief for the 68 stations in the Montréal métro. These maps will help those who are blind or partially sighted to navigate the métro corridors.



at the STM

Elevators in the métro

There are now elevators in five stations on the orange line – Montmorency, De la Concorde, Cartier, Berri-UQAM and Lionel-Groulx.

There is partial accessibility at the Bonaventure station. There are elevators between the platforms and the fare booths. The elevators up to street level will be installed at a later date.

Ms. Marie Turcotte ➤ ➤



Reservations on the Internet

You will soon receive a letter informing you that you can make your reservations on the Internet. To access the reservation page, click on the **Internet Reservations** link on the Paratransit home page at:

www.stm.info/English/t-adapte/a-index.htm

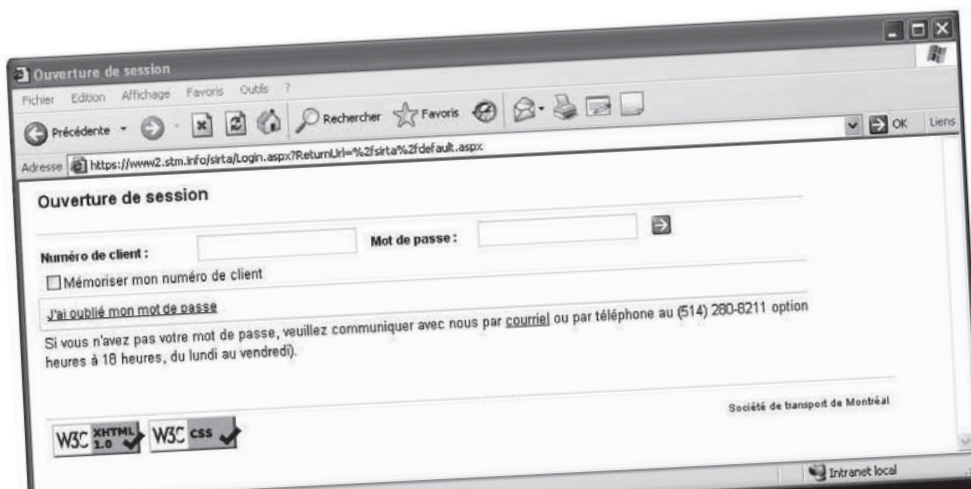
On the Internet Reservations page, you first must identify yourself. **In the Client number box**, enter the file number that appears on your Transport adapté identity card.

On your first visit, the 4-digit password, if you have never changed it, is the month and day of your birth.

For example, if your birth date is June 4, your temporary password will be: 0604.

Once on the site, you must create your permanent password. The permanent password must have eight characters, including at least one number. For example: **orange29**.

A User Guide is available on the reservation site. There you will find all the information required to help you make your reservations.



To reach us

A single number to remember

Telephone **514 280-8211**

Requests for group transportation

Fax **514 280-5317**

E-mail groupe.ta@stm.info

Teletype for hearing-impaired clients

(TTY) **514 280-5308**

Requests for regular transportation and advance requests for transportation

Fax **514 280-6313**

Web Site www.stm.info

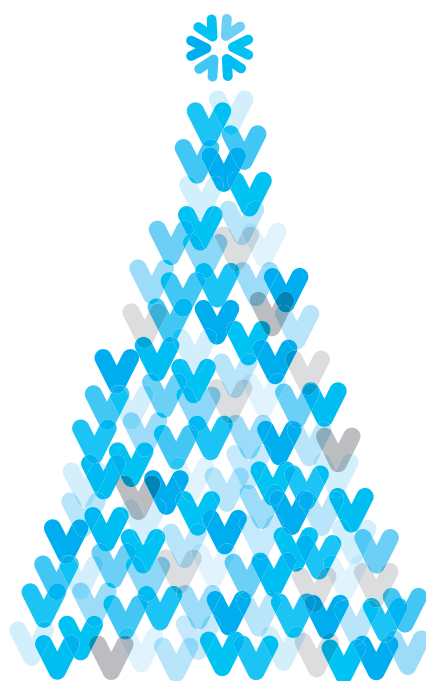
Customer Service

E-mail transport.adapte@stm.info

Preferred addresses

E-mail adresses.favourites@stm.info

The Transport adapté team joins with the members of the Admissions Committee and the User/Carrier Committee in wishing you a holiday full of love, joy and happiness, and the very best in 2010.



**HAPPY
HOLIDAYS!**

TRANSPORT **CONTACT**

STM

Centre de transport adapté
3111 Jarry St. East
Montréal (Québec)
H1Z 2C2

Transport Contact is an information newsletter published by the STM's Communications and Customer Service department.

Editorial

Denis Duquette

English Translation

Sally Davidson

Graphic design

Cécile Dion

Photography

Guy Payment

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Pour obtenir la version française du Transport Contact, 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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