

Will you be there?

On **October 3**, Transport adapté will open its doors to everyone. The Société de transport de Montréal will take advantage of the occasion to celebrate 30 years of paratransit. Employees will be on hand to welcome you and take you through our installations. **Follow the guide.**

➤ TRANSPORT

CONTACT

OPEN HOUSE AT TRANSPORT ADAPTÉ

Employees are looking forward to show you around the Centre de transport adapté



1



2

- 1 Call Centre
- 2 Main Entrance
- 3 Maintenance Zone
- 4 Parking Zone
- 5 Customer Service



Transport Contact now in colour!

Communication and
information newsletter
for paratransit
service users

JUNE 2010

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



OPEN HOUSE AT

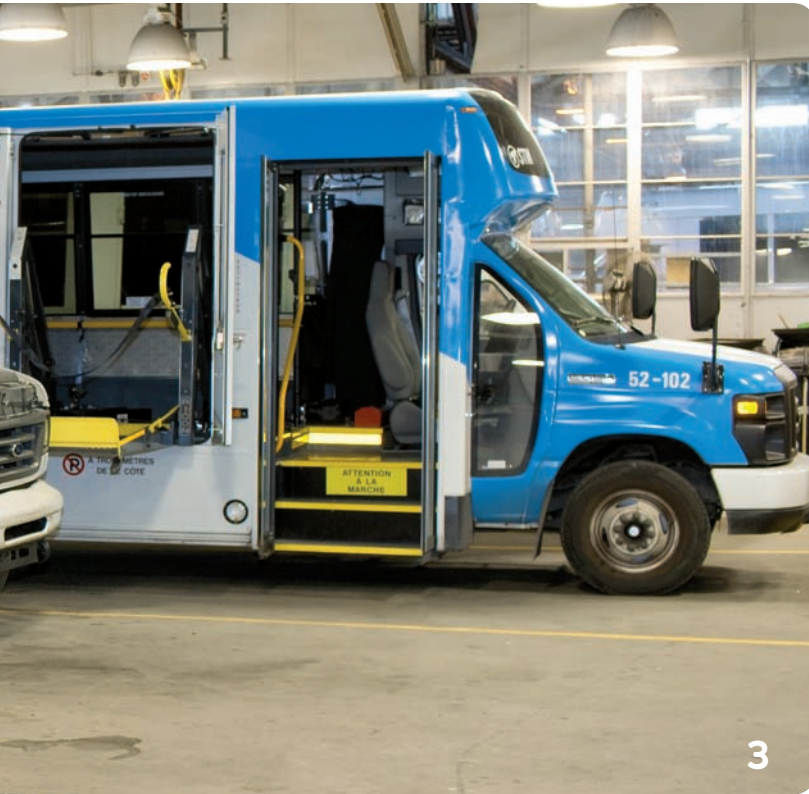


Mark October 3 in your agenda.

Come and discover how Transport adapté works, meet the people who bustle about the various departments every day to serve you, and take advantage of the occasion to become more familiar with the services offered. We'll soon provide more information. **We hope you can join us!**



TRANSPORT ADAPTÉ



MOBILITY AIDS advise us of any changes

It is important to tell us as soon as you change a mobility aid such as a wheelchair or a walker.

It is also important to be aware of the dimensions of your equipment, as the platforms and ramps on the various vehicles do not all have the same dimensions.

If you provide us with a list of all the mobility aids that you use, we will record them in the Transport adapté reservation system. You can also specify which equipment you normally use for your trips.

When reserving, you must specify if you are using the regular mobility aid or another one listed in your file.

To have your mobility aids recorded in your file, contact Customer Service (option 4).

Have you tried making reservations on the Internet?

Do you have a computer and do you browse the Web? You can easily make your reservations on the Internet.

How? You haven't tried it? Maybe it seems complicated to you.

Don't believe it for a minute! Making a reservation on the Internet is reliable, quick, easy and accessible.

Reminder on how to make reservations on the Internet

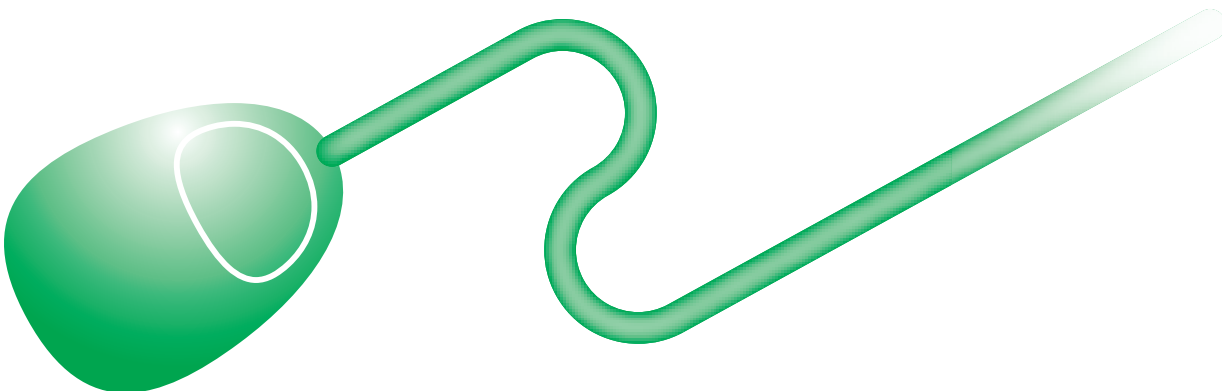
To access the reservation page, click on the Internet Reservation link on the Transport adapté home page at www.stm.info/t-adapte.

First you must identify yourself. In the Customer number box, type the file number that appears on your Transport adapté identity card.

On your first visit, the 4-digit password 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 need to create your permanent password. The permanent password must have eight characters, including at least one number, for example **orange29**.

There is a help section on the site to guide you in making your reservations.



**Jonathan,
a fan of Internet
reservations**



Jonathan, a Transport adapté client for the past six years, is delighted with Internet reservations. He shared his enthusiasm with us:

- Hi Jonathan!
- Hi!
- Are you a regular user of Transport adapté?
- I use it every weekday and every Saturday in winter to go to hockey games.
- And you like reserving on the Internet?
- Oh yes, I think it's great! I use the Internet for almost all my reservations, except when it's a trip involving a new address. I'd say that I reserve 95% of my trips on the Internet. In fact, I reserve on the Internet whenever possible.
- So you find it more practical to reserve on the Internet?
- For sure! I can reserve when I want to, without having to wait on the telephone. It saves me a lot of time.
- If you don't telephone the Call Centre any more, the people there are going to miss you!
- Oh, not to worry, I still have to use the telephone for transportation delays or cancellations, or when I have to change a trip for the next day after 5 p.m.
- Do you have any suggestions for improving the system?
- A way should be found to reserve or change transportation for the next day after 5 p.m.
- We've made a note of that, Jonathan. Thanks for your comments!

ACCESSIBLE!

People in wheelchairs on the bus and métro

The buses and métro are more and more accessible to those with reduced mobility. Clients in wheelchairs should not feel shy about taking the bus or métro. In addition, if you show your Transport adapté card when paying your fare on the bus or métro, an escort can travel with you for free. So don't wait any longer. Try it!

LUGGAGE IN ACCESSIBLE TAXIS

Luggage is now accepted in accessible taxis going to the following destinations:

- Montréal-Trudeau Airport
- Central Station (Via Rail)
- Gare d'autocars de Montréal (central bus station)

For any other destinations, luggage are only accepted if they can be carried by the users themselves and if they do not take up additional space.

For safety reasons, luggage is never allowed in minibuses

The accessible bus network is designed for you!

The STM has published a new brochure to help people in wheelchairs travel in the accessible buses.

Mr. Henri Desbiolles often travels by bus. He kindly agreed to allow us to take his photo to illustrate the brochure.

The accessible network, featuring low-floor buses, access ramps and reserved areas for wheelchairs, was set up specifically for people in wheelchairs. Follow the example of Mr. Desbiolles, and don't hesitate to use this service created just for you.



« WELCOME ABOARD THE LOW-FLOOR BUS » AND « A MORE ACCESSIBLE MÉTRO »

To order your copy of these brochures, call the Comments line:
514 786-4636, option 8 for English, option 4 and option 1.

Even more elevators in the métro

A new elevator is in service at the Berri-UQAM station. Clients wishing to enter or exit the station now have access to an elevator at the entrance on the corner of Saint-Denis and de Maisonneuve.

The Henri-Bourassa station is also accessible. There are four elevators in the station. Street level access is on Henri-Bourassa at the corner of Lajeunesse, in front of the bus terminus.

There are now six stations accessible to people in wheelchairs: Montmorency, de la Concorde, Cartier, Henri-Bourassa, Berri-UQAM and Lionel-Groulx.

Going to the airport?

Transport adapté serves Montréal-Trudeau Airport with accessible taxis. But were you aware that the accessible bus network also goes there?

The new line 747 Express Bus between downtown and Montréal-Trudeau Airport is a service designed specifically for travellers. Buses on this line are equipped with luggage racks and are easily identified by their airplane symbol. But that's not all. Because the 747 buses are all equipped with ramps at the front, the line is completely accessible.



A MORE ACCESSIBLE MÉTRO

LIONEL-GROULX

BERRI-UQAM

HENRI-BOURASSA

CARTIER

DE LA CONCORDE

MONTMORENCY

Companion guide book
for persons in wheelchairs

SOCIETY IN MOTION 



747

EXPRESS BUS

TRANSPORT ADAPTÉ CLIENTS ARE PART OF A SOCIETY IN MOTION

You must have noticed the STM's new symbol.

The symbol of a society in motion has three colours. The blue represents the STM, the yellow represents clients, and the two combine to form green to show that the STM and its clients are doing their part for the environment.

This new symbol will appear gradually on the new paratransit minibuses. Public transit is an environmentally friendly choice, and paratransit is part of that.



Transport adapté listens to its clients

On January 20 and 21, Transport adapté held group discussions with a few clients in order to become more familiar with their needs regarding the services being offered. Participants were divided into four groups: those with physical limitations, visual limitations, intellectual limitations, and seniors. In addition, seven telephone interviews were conducted with associations. Clients made us aware of the following needs:

- Training of taxi drivers
- Safety in the taxis
- Waiting time to reach the call centres
- Respect for transportation schedules and waiting times
- Courtesy of agents at the call centres
- Assistance in boarding and exiting vehicles
- Confirmation of reservations for departure and arrival points
- Availability of cross-river service
- Revision and simplification of the admission form and the user guide
- Comfort of minibuses

These needs are of concern to us and form part of our action plan for the coming years.

We thank these clients for their participation.

The STM A partner in major events

Transport adapté is proud to be associated with several major events held each year in Montréal.

Transport adapté at Défi Sportif

The STM was again a proud partner in Défi sportif this year.

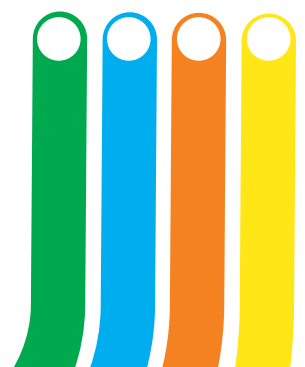


DÉFI SPORTIF 2010

First Nuit Blanche for Transport adapté

On February 27, the Société de transport de Montréal provided service to paratransit clients during Nuit blanche, part of the MONTREAL HIGH LIGHTS Festival.

We were delighted to be there with you. Let's make a date for another Nuit blanche in 2011!



THE ACCESSIBLE TAXI IS ALREADY CELEBRATING 15 YEARS AS PART OF TRANSPORT ADAPTÉ.

The year 1995 marked a major change for paratransit clients. That year, the Quebec government launched a pilot project featuring 20 accessible taxis in Montréal, with 10 cars for the STM and 10 for Dorval and Mirabel airports.

Accustomed to travelling in mini-buses, clients using motorized wheel-chairs were now introduced to a new type of vehicle: adapted Dodge vans. The arrival of this new type of vehicle would make paratransit even more accessible.

Over these 15 years, the STM has worked non-stop with community associations, with both owners and drivers in the taxi industry and with firms specializing in the adaptation of vehicles so as to provide you with additional comfort, safety and availability.

In 2010, Transport adapté can count on 165 accessible taxis to serve you.

Transport adapté is proud of these advances that have enabled it to provide you with even better service.

HELP US

REQUESTS FOR GROUP TRANSPORTATION

Make your request at least 10 days in advance! The request form is available in the Request forms section of our Web site: www.stm.info/t-adapte.

Or by telephone from Customer Service: **514 280-8211, option 4.**

Complete this form and send it to us by fax: **514 280-5317** or by email: groupe.ta@stm.info.

Advise us prior to the departure date if the outing is cancelled.

You must use a vehicle other than a paratransit vehicle to transport luggage that travellers cannot handle themselves.

MOVING? Don't forget your change of address!

Avoid unpleasant surprises with your regular schedule by making your address change as early as possible. The STM will adjust your schedule to your new home address.

Call Customer Service at : **514-280-8211, option 4.**

Or use the [Change of address form](#) in the Request forms section of our Web site: www.stm.info/t-adapte.

TO HELP YOU

DAY CAMP

Submit your request for transportation early!

The camp season is approaching. Reserve your child's trips at least seven days in advance. Here is the procedure to follow. The reservation form is available from two sources:

On our Web site

www.stm.info/t-adapte/formulaires

From Customer Service

514 280-8211, option 4

Return the completed form using one of the following methods:

Fax

514 280-6313

And now, by email

TA.Campdejour@stm.info

Call for confirmation two days prior to the first trip at the usual number:

514 280-8211, option 2

If you're using email, you must complete the form, save it on your computer and then send it to us at the above email address as an attachment. We will confirm your transportation times to you by email.

Naturally, you can also make a request for camp transportation via our call centre. Have a good summer!

GOING ON VACATION? THINK OF US!

Remember to temporarily suspend your regular trips before you leave. It's quick and easy, with your choice of two options:

Using the automated services:

514 280-8211, option 3

By speaking with an agent:

514 280-8211, option 2

You can suspend your regular transportation schedule for a maximum of eight weeks.

Call us as soon as you know your vacation dates. By eliminating unnecessary trips for our vehicles, the seats become available for other clients.

You've reserved a trip and no longer need it?

Please cancel it as soon as possible!

Nos coordonnées

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

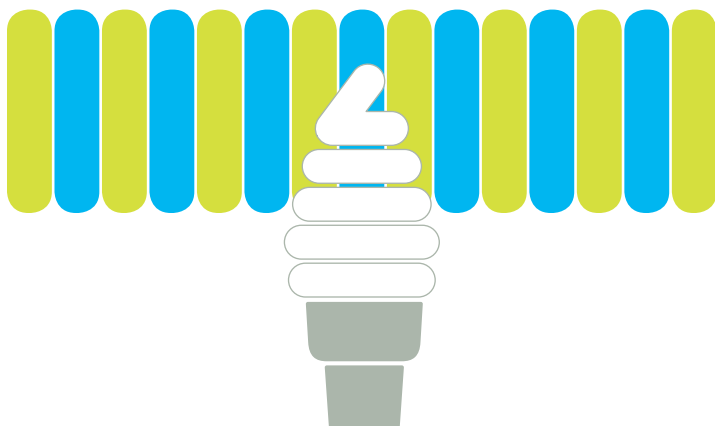
Customer Service

E-mail transport.adapte@stm.info

Preferred addresses

E-mail adresses.favourites@stm.info

HAVE A NICE SUMMER!



TRANSPORT **CONTACT**

STM

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exemplaire avec plaisir.

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