

Special procedures for the holidays on page 3

CELEBRATING

150  
YEARS

# > TRANSPORT CONTACT

HAPPY  
HOLIDAYS!

Communication and  
information newsletter  
for paratransit  
service users

DECEMBER 2011



# THE PARATRANSIT CHIEFS OF OPERATIONS

**Committed to their customers  
and to well-managed daily operations.**



His uniform is different from the one drivers wear. He gets out of his unmarked vehicle at a random boarding or drop-off location. His two-way radio or cell phone in hand, he talks with the customer, the driver, those close to the customer, the hospital representative, the Urgences-Santé employee or the police officer. He offers to assist you with a smile. That is how we define an STM Paratransit chief of operations!

## **A vital role**

He is always available to offer a helping hand to customers, stakeholders, and drivers. By communicating with Paratransit agents or consulting his computer, he can monitor every planned trip. The chief of operations is always available from the earliest morning departure to the last one, late in the night. He is there to help, counsel, inform, support customers, drivers and the disabled community who are experiencing problematic circumstances.

## **A strategic role for service quality**

Because of his technical knowledge, the Paratransit chief of operations is also required to intervene and implement many projects regarding service improvements. In continuous contact with taxi industry representatives, he strives to improve safety and service quality for all customer transportation options available.

He also has a difficult role of handling comments and complaints. He interacts with the driver or customer who is experiencing a particular problem. However, he must handle every positive or negative comment expediently and efficiently, and ensure proper follow-up.

## **An exciting role**

In a nutshell, the work of the chief of operations consists obviously in a capacity to manage delicate situations. On the other hand, seeing them working with a smile, we understand their winning recipe: to be motivated every day by their special customer bond and by well-run operations!

# 2011 HOLIDAY PERIOD

## SPECIAL RESERVATION PROCEDURE

### GOOD NEWS!

For the period of December 23, 2011 to January 2, 2012, it will be possible to make a reservation for transport until 4 a.m. (scheduled time of arrival at destination). The request for transport must be made 24 hours prior to the travel date.

#### From December 25 to January 2, 2012 inclusively

As mentioned in the User's Guide, all regular schedules are cancelled between December 25, 2011 and January 2, 2012 inclusively, except for customers under hemodialysis treatment with regular transport.

During this same period, you can make a reservation request 7 days before your travel date for all your transport needs, regardless of the reason.

It's simple, easy, and allows us to respond to everyone's needs while avoiding the inconveniences caused by certain customers forgetting to cancel their trips they were not planning on using during this period.

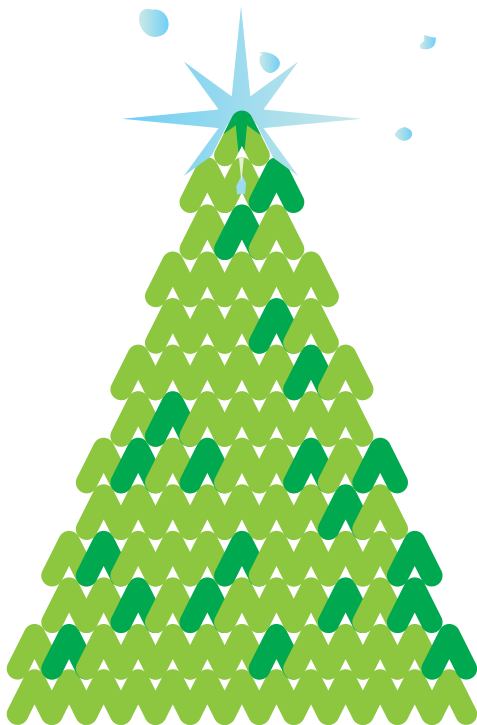
However, all requests must be phoned in 7 days before the scheduled trip by calling 514-280-8211, option 1.

#### Saturday, December 24, 2011

Many regular activities will end sooner than usual on December 24. Consequently, any time change on a regularly scheduled return trip on December 24 can also be made 7 days ahead of the travel date.

#### Travel within the metropolitan area

During the Holidays, the delay for travel reservations within the metropolitan area remains the same, which is 3 to 7 days in advance for planned requests.



The entire Paratransit team wish you magical moments with your loved ones during this Holiday season!

# SERVICE QUALITY

## CUSTOMER SATISFACTION SURVEY FOR PARATRANSIT SERVICES

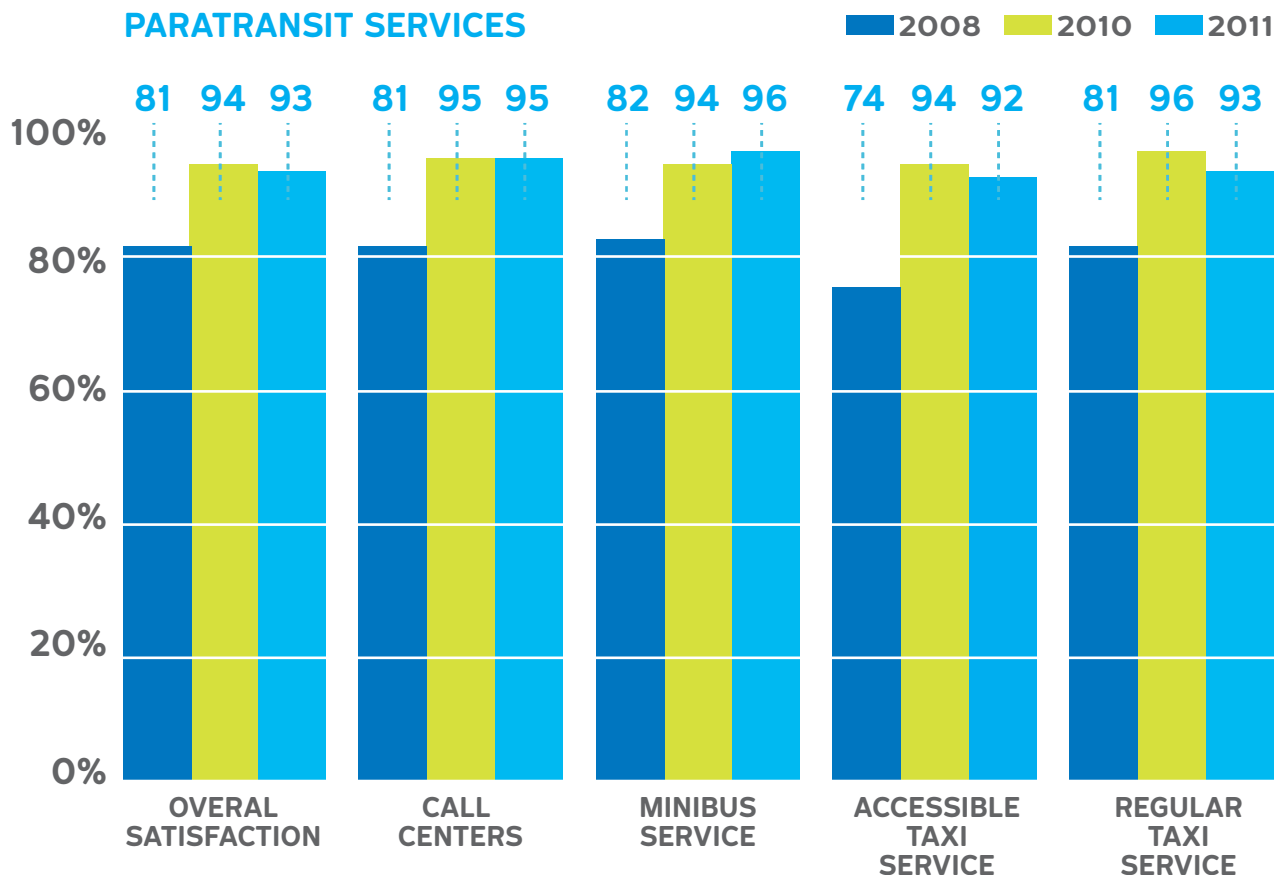
**To improve, you have to know how you measure up!**

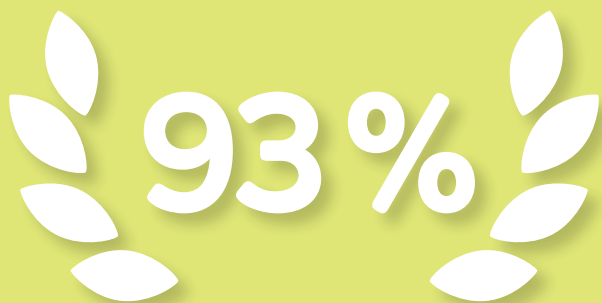
Service quality drives our actions and we want it to show in all our services. It is the reason that explains why a survey takes place over the last few years to assess your satisfaction level, compare the results from one year to the next, and, especially, identify the service aspects that need to be improved.

Our last customer survey took place last June and we are very proud of our results that continue to maintain a 93% satisfaction rate overall. This rate shows that all employee efforts to improve service were successful.

The survey was conducted by telephone with 1,018 regular Paratransit customers held from June 6 to June 19, 2011. Below, please find the chart indicating satisfaction rates for respective services:

**OVERALL  
SATISFACTION  
93%**



A graphic featuring the text '93%' in a large, white, sans-serif font, centered within a white laurel wreath. The wreath is composed of stylized leaves and branches, forming a semi-circular frame around the percentage.

**Us?  
Rest on our laurels?  
Not a chance!**

We'll continue to work to improve our services even more.

The excellent results obtained show, among the ones presented, customer satisfaction levels in relation with call centre employee courtesy.

However, from your various comments collected during the survey, you have clearly expressed your wish for us to focus on phone line accessibility, and improve waiting times to access our services. These last items are major endeavours and we are looking into them. From January to October 2011, more than 730,000 calls have been answered at one of our three call centres, adding up to a 13.5% increase from last year's results.

In fact, to help us better handle the ever-increasing transport requests, we urge you to use our Internet reservation system.

[www.stm.info](http://www.stm.info)

**RECORD**  
**NUMBER OF TRIPS**

**8,130**

**WOW**

**On Tuesday, November 8 of this year, 8,130 trips were recorded in a single day!**

**In surpassing the target of 8,000 customer trips, we have established a record!**

**Paratransit services are in constant demand and its progression can only continue.**

**Thank you for trusting our service.**



## 150 years at the heart of Montréal's development

By year-end, the STM will break a ridership record that was reached 64 years ago. We will surpass the old record of 398,349,773 trips achieved in 1947. You may be thinking that it's about time or normal to break the 400 million mark in 2011, but we should not underestimate all the work undertaken to reach it.

In 1947, 80% of Montrealers used public transit. Since then, a tsunami of cars has descended upon Montréal, the result of a wave of urban sprawl and highway construction. From 1985 onwards, a 45% increase in the number of cars was recorded on the island of Montreal.

The STM could have been content to manage the decline and witness the ever growing importance of the automobile on highways as experienced in many North-American cities. On the contrary! With its employees and partners, the STM has worked hard to promote public transit as an essential force in Montréal's economic and sustainable development.

The result was the public transit Service Improvement Program (PASTEC) that came to be in 2007, and enabled the STM to increase service levels by 25% and ridership by 12%. This service improvement is the outcome of combined investments from the Québec Government, the city and the Agglomeration of Montréal and, last but not least, customer contributions.

Paratransit (Transport adapté) services are also part of the overall success with a 35% growth recorded since 2007. We should reach 3 million trips in 2012! After 30 years of service, and more than 21,000 customers, Paratransit services have contributed to improve the quality of life of many Montrealers over the years.

*Michel Labrecque*  
*Chairman of the board of directors*



# FARES SCHEDULE 2012

## PARATRANSIT SERVICES – MONTRÉAL ONLY



FARES	CARDS	REGULAR FARE	REDUCED FARE <sup>2</sup>		
			6-11 and 65 years old +	12-17 years old	18-25 years old
<b>Cash</b> Exact change on board		\$2.40	\$1.40 <sup>3</sup>	\$1.40	\$2.40 <sup>1</sup>
<b>1 trip</b>		\$3.00	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>
<b>2 trip</b>		\$5.50	\$5.50 <sup>1</sup>	\$5.50 <sup>1</sup>	\$5.50 <sup>1</sup>
<b>WEEKLY CAM</b> Monday to Sunday		\$23.50	\$13.75	\$13.75	\$23.50 <sup>1</sup>
<b>MONTHLY CAM</b> 1 <sup>ST</sup> to end of month		\$75.50	\$43.75	\$43.75	\$43.75
<b>CAM 4 mois</b> Consécutive			\$164.00	\$164.00	\$164.00

**OPUS card price: \$ 6.00. This card is valid for a limited period.**

**Service is free for children under 6 travelling with adult supervision.**

<sup>1</sup> Regular fare only

<sup>2</sup> Without a photo ID OPUS card, anyone paying the reduced fare may receive a fine plus administrative fees.

<sup>3</sup> Photo ID OPUS card not required for schoolchildren 6 to 11 years old.

**Please note that transit fares are not sold on board vehicles.**

Notwithstanding the preceding information, fare administration and corresponding transit fare use must comply with provisions outlined in By-Law R-105 and its amendments with respect to conditions pertaining to ownership and use of all transit fares issued by STM and any modifications.

The STM will be increasing its fares in 2012 in consideration of average increases in consumer price and transportation indices and expenditures linked to investments and service improvements.

Due to an important drop in sales since 2008, the 6-trip fare card will no longer be offered in the regular and Paratransit networks. However, the purchase of 1 and 2 trip fares will still be available on magnetic cards.



# WORKING WITH THE DISABL

## FUTUR METRO CARS

With the STM's adoption of a universal accessibility policy, the design of new métro cars MPM-10 to be introduced as of 2014 was carried out in cooperation with the representatives of persons with functional limitations.

Hence, from 2006, consultations were made with different stakeholder groups representing persons with limitations relating to motor, auditory, visual, intellectual, language and speech functions. The integration of universal accessibility policy was incorporated from the very outset of the project and in every phase of new car design.

From the 31 recommendations proposed, 30 of them were accepted! In addition, a study to evaluate what was being done elsewhere on an international level helped to complete and enhance recommendations.

Since then, customers are regularly polled to validate car design. For example, tests were conducted on colours and interior design with visually and intellectually impaired persons. Therefore, we ensure that all recommendations are considered at every stage of the project.

Accessibility to the métro cars is only one aspect of the client travel experience on the métro system. The STM is very much aware that there is still much to do so that the entire travel experience is universally accessible to its entire clientele.





# ED COMMUNITY

## ORANGE LINE

**Orange line métro cars retrofitted for universal accessibility.** The MR-73 cars that are mainly found on the Orange line underwent a major renovation in 2006. With the cooperation of stakeholder groups such as RUTA in Montréal, the car's interior design was reassessed. Indeed, one car out of three or a total of three cars for every train can accommodate wheelchair-bound persons.

## GREEN LINE

**Newly renovated métro cars on the Green line.** Our métro is showing its age but that doesn't mean it should suffer from neglect! We've just renovated the MR-63 métro cars that mainly run on the Green line. This year we have increased the number of reserved seats and and changed the colour of holding bars to make them more visible. Many improvements that are all included in the STM universal accessibility project that we are achieving with the help of the disabled community.



# Consultation committee on the transportation of handicapped persons on the island of Montréal

The disabled community wish to present their consultation committee concerned with the transportation of handicapped persons on the island of Montréal\*. Since 1984, this committee counts some thirty Montréal associations concerned with the transportation of persons with functional limitations. In this regional committee, questions relating to the needs of persons with functional limitations in matters of transportation are brought forth to ensure that their requirements can be met according to the different services offered by Montreal transportation authorities. Here below, please find some of the projects we are currently working on.

To begin with, OPUS card issues were addressed in cooperation with the STM at many stages of the card's implementation. Indeed, whether concerns regarding its use, reloading, fare control by drivers or validation by inspectors, the disabled community made sure that persons with functional limitations were heard.

As well, a training subcommittee was created from the consultation committee to enable different STM employee groups to become better acquainted with the needs of persons with functional limitations and better respond to them. For example, we are directly involved with inspectors through their training program at the École nationale de police (Police Academy), as well as overseeing the training program content for Paratransit call centre agents communicating with persons with language or speech difficulties.

The consultation committee on the transportation of handicapped persons on the island of Montréal works in close collaboration with the STM to provide the best service possible!

**Lilia Ghariani**, Coordinator of the Consultation committee on the transportation of handicapped persons on the island of Montréal and Director of RUTA Montreal

\* Reporting to the Regroupement des organismes de promotion du Montréal métropolitain (ROPMM) and of the Comité régional des associations pour la déficience intellectuelle (CRADI), this committee's objective is to defend the rights of persons with functional limitations to universal accessibility in public transit on the island of Montréal. It is in fact the official authority responsible for appointing customer representatives on the STM Paratransit Admissions and User-Carrier committees.

# HELP US ASSIST YOU

## TRAVEL REQUEST BY PHONE

When you contact our call centre to request transport, there are two necessary pieces of information required by the agent that only you can provide. They are your **file number** and **specific addresses** of departure and destination. Without these details, the agent's task becomes more complicated if not impossible!

**Before making your reservation, please have the following information available:**

- your file number;
- the exact addresses for departure and destination — *Please indicate the entrance to be used if other than the main entrance.*

For example, if your destination is Maisonneuve-Rosemont hospital, the agent will need to know which wing you are visiting since there are many possible destinations within the hospital complex.

N.B. For every popular public location, the STM has established specific predetermined areas for getting on and getting off.

It is a good idea to have these details on hand before calling.

## REASON FOR TRANSPORT REQUEST

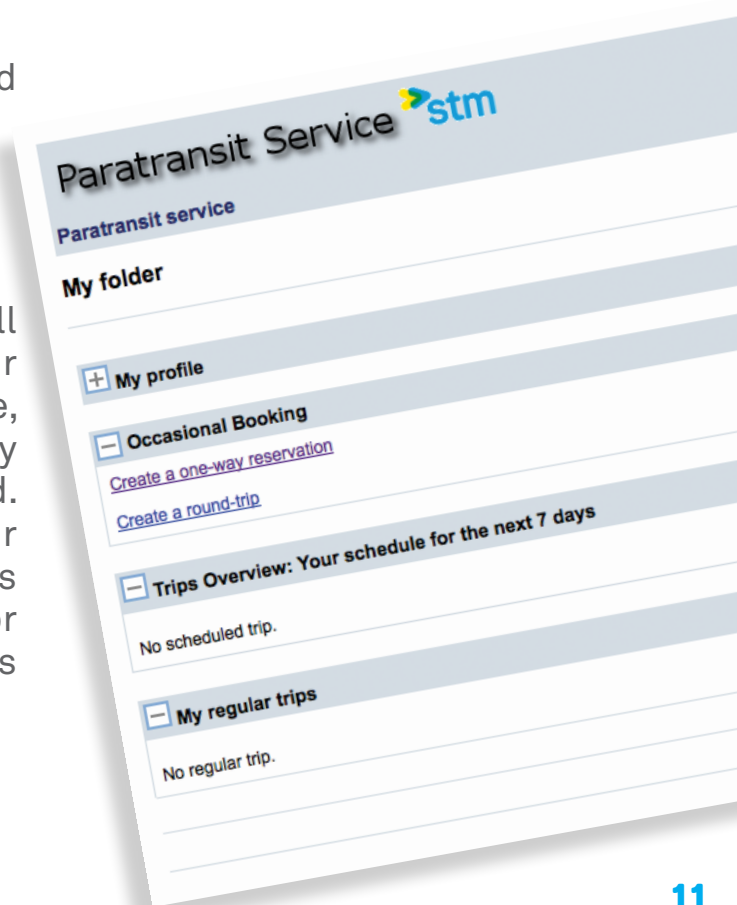
When making your reservation, the agent will ask you for coding purposes the reason for your transport request (medical, work, studies, leisure, workshop). The question will be asked every time new transport destinations are requested. The reason for transport will be noted in your file for your future requests. Coding allows us to prioritize transport needs, (for example, for medical reasons) when difficult road conditions arise and certain trips must be cancelled.

## INTERNET RESERVATION

Have you tried making an internet reservation? Do you have a computer and do you surf the web? You can easily reserve your transport on line in just a few clicks! This way, you can make your transport requests almost instantaneously. At the same time, you help us deal more effectively with the growing demand for transport.

Internet reservations are reliable, quick, simple and accessible all the time!

Go to our website: [www.stm.info](http://www.stm.info), then click on "Paratransit". Locate the pictogram indicating "Internet reservation" to make your reservation.



# TO REACH US

## A single number to remember

Telephone **514-280-8211**

## Requests for group transportation

Fax **514-280-5317**

E-mail **groupes.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](http://www.stm.info)

## Customer Service

E-mail **transport.adapte@stm.info**

## Preferred addresses

E-mail **adresses.favourites@stm.info**

## TRANSPORT **CONTACT**

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

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