

TRANSPORT CONTACT



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NEW FARES ON PAGE 11



Communication and
information newsletter
for paratransit
service users

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Port de retour garanti
TRANSPORT Contact — STM
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EXTRA

CONNECTE

Reminder for your transportat

Almost a hundred of our customers, both French and English-speaking, currently receive a reminder for their reserved transportation, either by email, text message or telephone message. Why? A pilot project for the purpose of testing the efficiency of and appreciation for a system that automatically reminds customers of their scheduled ride for the next day.

First phase of the EXTRA project, the purpose of these messages is to remind you of the rides you reserved for the next day, offer you the option to cancel, if needed, and of course, to improve our lines of communication with you.

With time, the system will automatically generate ride cancellation notifications, for when a school is closed, or a street, or other situation. You will also get to choose our preferred means for communicating, either email, text message or telephone call.

A message like the one below will be sent the night before your reservation, early in the evening.

Here is an example of an

Hello, this message is to remind you of tomorrow's Transport adapté trips for Mr. SOLEIL

As of 19:00 / 7:00 p.m., in your file, you have:

- 1 *Transportation from your home to this destination:*

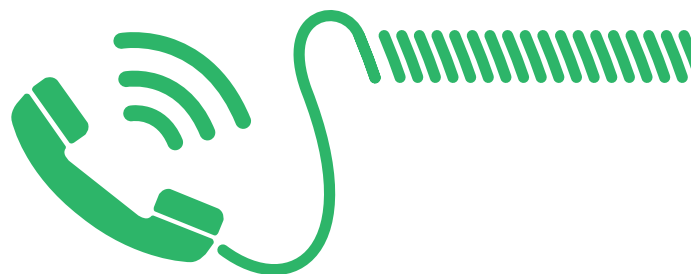
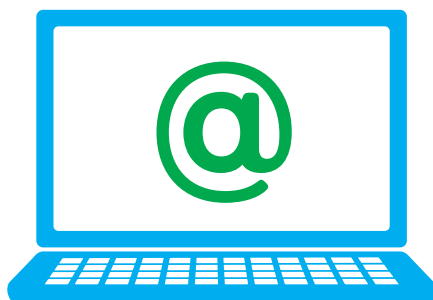
*Action centre. Via by the parking lot
South side of the building*

2214 avenue Dollard, LASALLE H4G 1R4

Be ready to leave as of: 7:20 a.m.

- 2 *Transportation for return trip home, be ready to leave as of: 14:55 / 2:55 p.m.*

If you must cancel one or more of your trips, please call Transport adapté's info-déplacement centre at 514-280-8211 and select option #2. You may also cancel transportation for one or more of your trips



ion

email message:

via the SIRTA website. If you are not this email's intended recipient, please inform us by clicking here.

We wish you a pleasant ride!

Participation by our « testers » is crucial to the success of the pilot project, as they are invited to share their comments on a regular basis. Those who took part tested all three communication modes and are all looking forward to seeing the service being rolled out.

- > « I really like the telephone message service. It's convenient, because I take care of three paratransit service users. It's a computer-generated voice, but easy to understand. »
- > « I am pleased that communicating can also be done in English. I prefer SMS text messaging, because it's more convenient when I'm on the move. »
- > « I find that emails are really convenient, more than my day planner. »

Depending on how the project moves forward, you could start benefiting from automatic reminders for your reserved rides sometime between fall 2016 and early 2017. Email, SMS or telephone message, it will soon be up to you to choose what you prefer!

Do you have a new email address or cell phone number? It's time to update your customer file and to notify us without delay the next time you call.

FOR EXPANDED MÉTRO



MAJOR RENOVATIONS



Snowdon station complements the nine already universally-accessible stations on the Orange line: Montmorency, de la Concorde, Cartier, Henri-Bourassa, Berri-UQAM, Lionel-Groulx, Côte-Vertu, Champ-de-Mars and Jean-Talon.

1. New signage in the métro

Clearer, better presentation and easier to understand, the new signage in the métro is gradually being rolled out. Whether your limitation or impairment is visual, motor or intellectual, you can find your way around the station more easily.

Representatives from the disabled community were consulted: from the level of contrast needed so that a visually-impaired person may read a sign to the optimal height at which a map should be placed on a wall so that a person in a wheelchair may easily look at it. Five essential criteria guided this process throughout the project: visibility, legibility, clarity, coherence and information structure. Transit information is now presented in a more logical manner in order to minimize the effort needed to remember it.

2. More elevators

Major refurbish work has been underway at Honoré-Beaugrand station since May 2, 2016. Of the work being done, three elevators will be installed in the Nord entrance building, expanding the metro network's universal access. Indoor and outdoor signage will be modified to clearly illustrate suggested alternative routes.

In 2017, the STM will have 12 accessible stations. Also, the new elevators should be operational in 2019 at Viau and Vendôme stations.

ACCESSIBILITY

A few examples:

- > The new type face, Transit, is easier to read by persons with a visual impairment. We are embracing the use of lowercase letters. The thickness of characters is also calibrated to ambient lighting and their colours.
- > The neighbourhood map is streamlined and easier to understand. It makes it easier to find your way when using transit as it identifies the location of bus stops around the station. Each exit also has a designated letter, facilitating your search.

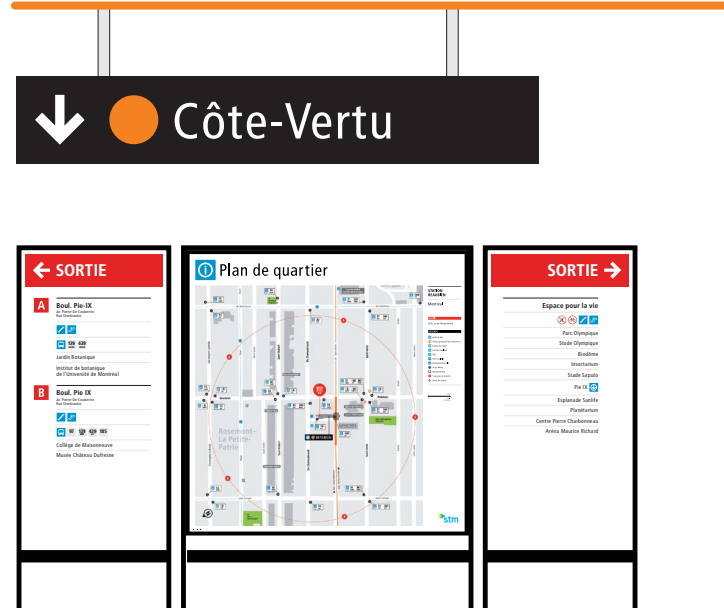
When it reopened August 31, 2015, Beaubien station became the first one to feature the new signage tools, followed more recently at Square-Victoria—OACI station. By the end of this year, six new stations should be added to that number.

3. Saint-Denis entrance closed from May 24 to October 31

Because of major renovations work at Berri-UQAM station, the Saint-Denis entrance is closed from May 24 to October 31.

What is the alternative route for persons with limited mobility?

Persons with limited mobility can access the station using the entrance to UQÀM, located at 1400, rue Berri corner Sainte-Catherine. They can then take the elevator



Since 1966, when the métro first opened, station names have never been modified. It is the only type face that will remain unchanged, in order to honour and show respect for our network's heritage value.

to métro level to reach the mezzanine (on the Orange line) at Berri-UQAM station.

This route is open for persons with limited mobility from the time the métro opens to the time it closes.



QUESTIONS ANSWERS

WE HAVE SELECTED THE QUESTIONS

NOW FOR THE ANSWERS:

- **When I reserve a ride with Transport adapté, can I reserve a specific seat or location aboard the vehicle?**

Because of the shared nature of our adapted transportation service, we do guarantee a seat, but not a specific location or seat. Whether aboard a minibus, conventional or accessible taxi, the driver determines where each passenger will be seated, according to the next ones to get on or off, physical limitations and mobility aids or devices.

.....

- **When making a reservation, how can I know if others customers will travel with me?**

The timeframe for boarding you are given when making your reservation enables us to pair your ride with similar rides by others, in order to meet the demand. As such, even if you travel aboard a taxi vehicle, other customers could also possibly be riding with you.

However, you cannot find out in advance whether other passengers will be aboard with you at the time you reserve your transportation.

.....

- **I noticed the vehicle is late. Should I call at option 2 or register a complaint?**

If the 30-minute timeframe is up, you ask that you immediately report it to an Info-déplacement agent at option 2. Registering a complaint at option 4 is not necessary; by reporting it at option 2, we also received the information and can ensure proper follow-up.

.....

MOST FREQUENTLY ASKED BY OUR CUSTOMERS.

➤ **I heard about your zero refusal policy. What is that exactly?**

Our zero refusal policy means that we honour all requests for transportation from customers, when a ride is reserved no later than 9 p.m. the night before, regardless of whether it was made through our reservation website, the call centre (option 1), your telephone pad (option 3). The growth in demand does not allow us to honour requests for same-day travel, except when returning from medical or Court appointments that can sometimes end later than expected.



➤ **Should I tip Transport adapté drivers?**

No. Transport adapté is a shared means of transportation, adapted to our customers' needs. You should not be tipping your driver, whether you are riding a taxi or a minibus. Feel free to report any unusual situation to us.



DID YOU KNOW THAT...

We provide up to 9000 rides per day? Our record-breaking day was November 26, 2015, with 9197 rides in a single day.



THE FREQUENTLY ASKED QUESTIONS SECTION OF OUR WEBSITE IS FULL OF INFORMATION ABOUT TRANSPORT ADAPTÉ.

HAVE YOU EVER READ IT?

.....

Transport adapté paratransit service involves:

- 28,000 customers
 - 3500 calls per day
 - 3.6 million rides in 2015
-

A NEW SIGN INSIDE ACCESSIBLE TAXIS

Earlier this spring, this sticker starting showing up inside accessible taxis. It reminds both drivers and you of the importance of attaching your wheelchair to all four floor anchors (two at the front, two at the rear). If you notice your chair is not properly secured to one of the anchors, tell the driver immediately so that he may rectify the situation. This requirement is crucial to ensuring your safety.



NEW BUSINESS HOURS FOR THE RESERVATION CENTRE SINCE JANUARY

Since the beginning of the year, the reservation centre is open from 7 a.m. to 9 p.m. every day. The zero refusal policy the night before ends

ALONE, WE GO FASTER, TOGETHER, WE GO FARTHER!

These words sum up the approach taken by the Regroupement des organismes de promotion du Montréal métropolitain (ROPMM), a network of community groups in Montréal, committed to promoting the interests and defending the rights of persons with functional limitations. In the public transportation community, the ROPMM is one of the co-administrators for the Table de concertation sur le transport des personnes handicapées de l'île de Montréal. By taking part in various working committees, it is actively involved in promoting universal accessibility for paratransit as well as bus and métro service in Montréal.



For the Regroupement, its mission consists of promoting the common interests of member groups. Actions by the ROPMM:

- 1 *Bringing together groups and organizations involved in promoting the interests and defending the rights of persons with functional limitations*
- 2 *Promoting consensus-building among member groups on matters of common interest*
- 3 *Strengthening its ability to represent the disabled and speak out on their behalf when dealing with decision-makers*
- 4 *Establishing communication channels and networks for sharing and collaborating among member groups*
- 5 *Creating collaborative partnerships with other regional groups in Québec, and with any other organization handling matters of common interest*
- 6 *Undertaking joint actions for the purpose of improving the quality of life of persons with functional limitations, and of their families and close ones*
- 7 *Offering basic technical support to members, in response to their expressed needs, while respecting their group's specific objectives.*

at 9 p.m. The hours of service delivery do not change. By concentrating more employees during the busiest periods, we can offer you faster, more efficient service.

SIRTA remains a superior alternative for those who cannot call the reservation centre between 7 a.m. and 9 p.m.

HELP US



Reload your OPUS card without going anywhere

To load valid fares on your OPUS card, a new way is now available to you. Buy your fares online!

Without having to go anywhere, you can purchase your transit fares 24 hours a day, 7 days a week, directly from home. This way, you can avoid line-ups at fare vending machines in the métro, service points or retailers (convenience stores and pharmacies).

Three easy steps:

- ➊ Using your computer, go to our stm.info website to purchase a card reader for \$14.49 plus taxes. It will be delivered to your home. Only one reader is needed to reload the OPUS cards of all family members.
- ➋ Once you receive your card reader, purchase your fares on our stm.info website.
- ➌ Reload your OPUS card or review its fare balance from the comfort of your home.

It is important that you show your ID card on OPUS every time you travel with Transport adapté. Not only does it serve as proof of your admission to Transport adapté, this card can also be loaded with a variety of fares you can use to travel with Transport adapté or the bus and métro system.



GOING ON VACATION? LET US KNOW!

Before leaving, remember to notify us about interrupting your scheduled trips. You can interrupt a regular transportation schedule for a maximum of 8 weeks, either with:






- SIRTA (online reservations)
- The voice-response system at 514 280-8211, option 3, or with an agent at option 2.

Reserve or cancel regular or occasional rides with SIRTA, our online reservations site. It's the fastest way! Go to web page stm.info/ta and click on **Online reservation**. No password? Ask for one at 514 280-8211, option 4.

HOW
TO NOTIFY
FOR A
CHANGE
OF
ADDRESS?

New fares at Transport adapté

After giving customers a break in fares for the first six months of the year, new fares will be effective July 1, 2016. It is the lowest fare adjustment since 1998. Remember that the STM's monthly fares are still among the lowest in North America.

TRANSIT FARES	REGULAR FARE		REDUCED FARE	
	2015	2016	2015	2016
Monthly 	\$82.00	\$83.00	\$49.25	\$49.75
4-month 	-----	-----	\$189.00	\$197.00
Hebdo (weekly) 	\$25.50	\$25.75	\$15.50	\$15.75
1 trip 	\$3.25	\$3.25	\$2.25	\$2.25
Trip change * 	\$2.65	\$2.70	\$1.60	\$1.65

IF YOU WANT TO PAY WITH A WEEKLY OR MONTHLY PASS, REMEMBER TO RELOAD YOUR OPUS CARD WITH A VALID FARE.

Trips off-island of Montréal

To:

- Territory served by Société de transport de Laval - Double fare
- Territory served by Réseau de transport de Longueuil - Double fare
- To the North and South Shores of Montréal* - Triple fare

* within territory covered by Agence métropolitaine de transport.

1 Use the *Change of address* form in the **Forms** section of our website at stm.info/ta and return it to us either:

- By email to transport.adapte@stm.info
- By fax to **514 280-6313 ou 5396** or **5317**

The STM will adjust your transportation schedule based on your new address prior to your first trip.

2 Reprogram your confirmed transportation schedule with your new coordinates by calling our customer service at **514-280-8211, option 4**

If you are moving to an area outside of the City of Montréal's territory, we can transfer your admission file to the paratransit service provider in your new location. Please contact STM Transport adapté customer service to make these arrangements.

DISCOVER OUR MANY DISCOUNTS AND BENEFITS

\$14 DISCOUNT

on Green category tickets

Choose one of these two match-ups:

- WEDNESDAY, AUGUST 24 7:30 P.M. VS D.C. UNITED
- WEDNESDAY, SEPTEMBER 28 7:30 P.M. VS SAN JOSE

Offer valid until September 28, 2016, according to availability.
Terms and other details at stm.info/benefits

To purchase accessible tickets

Contact Hagop Hatchadourian • Tél : 514 328-5182
hagop.hatchadourian@impactmontreal.com



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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.

Position pour
Vignette FSC / Recyclé
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stm.info

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514 280-8211

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E-mail groupe.ta@stm.info

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(TTY) 514 280-5308

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Fax 514 280-6313

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