



Quality Service Policy for Paratransit and Public Transportation

Adopted by the TAP Board of Directors November 17, 2022, Resolution
CA#2022/11/17-05

Adopted by the Council of Mayors, MRC Pontiac C.M.2022-11-11



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1. Commitment of the Board of Directors and Management

All directors and management staff of TransporAction Pontiac (TAP) are committed to placing our users at the heart of our decisions and actions, and to doing everything possible to ensure their satisfaction and safety with respect to paratransit and public transportation services.

Regular surveys will allow us to better understand what you appreciate, as well as any sources of dissatisfaction, if applicable, and to address them when necessary.

This survey aims to assess whether new services and/or equipment should be added to those we already offer.

You may send us your comments by email at: **sbertrand@transporaction.com**

TransporAction Pontiac

1226, Route 148 Campbell's Bay (Québec) J0X 1K0 Fax: 877-657-9475

This policy is in addition to TAP's existing policies. We invite you to consult our website to learn more about our policies: www.transporaction.com.

If you wish to file a complaint, please refer to TAP's *Policy on the submission, review, processing, and comments regarding requests and commendations*.

Thank you for taking the time to read our *Quality Policy for Paratransit and Public Transportation Services* and for sharing your comments with us.

This policy was developed at the request of the MTQ as part of the *Paratransit Subsidy Program (PSTA)* and was adopted by the MRC Pontiac and TAP's Board of Directors.

2. Goals and Objectives

TAP's objectives are to organize, provide, and maintain rural paratransit and public transportation services within the territory of the MRC Pontiac, promoting mobility for residents in rural areas and the sustainable development of communities.

More specifically, the organization aims to offer high-quality paratransit and public transportation services within the MRC Pontiac territory, meeting users' needs safely and efficiently, within the limits of our financial resources.

TAP is committed to a continuous improvement process aimed at always providing the best possible service to its users, within the limits of its resources. We therefore invite all users to share their current and future needs, as well as their reasons for satisfaction and/or dissatisfaction regarding the quality of our services.

Transportation services are provided primarily by bus, minibus, accessible taxi, and volunteer drivers.

3. Objectives of the Policy

The purpose of this *Quality Policy for Paratransit and Public Transportation Services* is to prioritize the implementation, improvement, and promotion of a quality management system—an essential tool for achieving the organization's goals and objectives. The Quality Policy applies to managers, employees, and contractors, where applicable.

This overall objective will be achieved through the following sub-objectives:

- Establish, in collaboration with users and in accordance with standards, the expected quality requirements
- Demonstrate that the services offered meet the expected quality requirements
- Propose measurable and controllable service commitments
- Measure user satisfaction on a regular basis and at least every two years
- Address sources of dissatisfaction whenever possible
- Develop the necessary tools to evaluate user satisfaction
- Apply this policy alongside TAP's other policies

Our Commitments

4.1 Commitment of Staff and Directors

- Provide adequate training to all staff to ensure quality service
- Require volunteer drivers to sign the Volunteer Driver Policy commitment
- Require Board members to sign the Code of Ethics
- Require employees to sign the Code of Ethics

4.2 Quality of Our Vehicles, Punctuality, and Reliability

- Comply with contracts with transport providers, which include all requirements to ensure vehicle and service quality
- Collaborate with transport providers and volunteer drivers to ensure and develop realistic requirements, based on market conditions, to optimize service quality
- Optimize routes to be as efficient as possible

4.3 Clear, Regular, and Effective Communication

- Apply the User Policy
- Inform new clients (users) about TAP's values, the User Policy, reservation and transportation procedures, etc. They must be directed to TAP's website to learn more
- Develop a brochure summarizing TAP's User Policy

4.4 Evaluation of Client Satisfaction

- On a regular basis, and at least every two years, TAP commits to conducting a survey to determine user satisfaction and their appreciation of service and equipment quality
- The following elements will be evaluated: availability of telephone service, employee courtesy and reception, quality of information provided, driver courtesy and politeness, punctuality, compliance with safety rules, ability to assist passengers, driving quality
- Compliance with the Volunteer Driver Policy
- Summary and publication of survey results to address identified gaps

4.5 Complaint Handling

- Apply TAP's *Policy on the submission, review, processing, and comments regarding requests and commendations*.

5. Quality Evaluation Survey

- Customer satisfaction evaluation questionnaire (template attached), which may be modified depending on the survey conducted.

Effective Date

- This policy was adopted by the Board of Directors of TransporAction Pontiac on **November 17, 2022**, and comes into effect on that date.