

# Tracking our progress to better perform is just common sense!

Who are the best judges of the quality of our service? Our clients are. Understanding their expectations and measuring their satisfaction establishes our priorities.



*"Our surveys allow us to gain a fresh perspective from our clients."*

David De Cotis  
President of the STL's Board of Directors

## THE STL SATISFACTION SURVEY

One might think that a happy client is a loyal client. But how do we measure the satisfaction and loyalty of our clients? Twice a year, satisfaction surveys are conducted to find the answer to these questions.

Punctuality, friendliness, frequency and cleanliness are measured and compared every year. The use of our services and tools is also evaluated from the socio-demographic perspective of our users. By gaining a better understanding of our clients, the STL is better placed to meet their expectations.



### Win a free year of transportation

Interested in providing your feedback? Between March 16 and April 10, visit [stl.laval.qc.ca/1year/](http://stl.laval.qc.ca/1year/) to fill out the survey and you could win a year of free public transportation on the STL network. You can also get an extra chance of winning by signing up for our free email communications.

## EASTER: HOLIDAY SCHEDULE

During the Easter holidays, the SATURDAY service will be in effect on our buses for Good Friday (March 25) as well as on Easter Monday (March 28).

## PROFESSION: BUS DRIVER

In Laval, nearly 70,000 trips are made daily by our riders.

Working around the clock, our approximately 570 bus drivers have the wealth of training required to drive our massive vehicles and face professional challenges. Driving a bus means making sure that the vehicle is in perfect working order, checking for detours or roadwork that may affect the route, providing riders with the optimal level of comfort and ensuring their safety, all in addition to driving in an urban environment under all types of conditions. Being a bus driver also means responding to the expectations of clients, being welcoming and helpful.

Endurance, a strong sense of direction, being autonomous, and most importantly, having an aptitude for interpersonal relations are all essential to driving a bus. Our drivers are undoubtedly masters of these skills because in 2015, our clients gave them a satisfaction rating of 86%.

Thank you for your appreciation!



- For more information, visit [stl.laval.qc.ca](http://stl.laval.qc.ca) or contact
- our Customer Contact Centre at 450 688-6520, and
- stay in touch with STL Synchro.



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