



Société de transport  
de Sherbrooke

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**Subject: Blank trips**

Ladies,  
Gentlemen,

We are reminding you that in the rules for the use of paratransit (TA), the Société de transport de Sherbrooke (STS) on page 7 under the heading "Cancellation", it is mentioned : "The opportunities where the client does not appear (blank trips) or cancellations repeatedly may cause the STS to exclude the offending customer the opportunity to book reservations or use the service , and that , for a period to be specified . "

Thus,we have observed an increase in " blank trips", valued at one hundred per week, resulting in unjustified costs for the STS, and also depriving other customers of availability for transportation. In addition, we have considered the impact on the TA service for the planned day :for example, drivers' daily runsheets are clearly affected and taxi routes are not optimized.

To regulate these situations, effective March 9th, 2014, an intervention procedure with the offending customer will be enforced.

- ⇒ After two " blank trips " in the same week for a "regular " travel, a letter will be sent to the customer at fault informing him or her that his or her "regular" trips are abolished for a period of three months. Regular travels will be replaced by so-called "casual" trips, which means that the customer must make a reservation 24 hours or 7 days in advance if he or she desires to use the service.
- ⇒ After two " blank trips " in the same week for so-called "casual" trips, there will be a letter sent to the client at fault, informing him or her that he or she is excluded from reservations or the use of the service for a period of two weeks.

We ask you to inform your paratransit users of this procedure.

Please receive, ladies and gentlemen, our most sincere greetings.

Michel Cloutier  
Directeur du service de l'Exploitation

MC/sa

c. c.      Supervision – répartition  
            Répartition – transport adapté  
            Service à la clientèle  
            Réseau d'information

