

## Frequently Asked Questions

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## Bois-Franc station — rail shuttle and STM train-bus shuttle 964

### 1. How frequent will rail shuttle departures be?

The rail shuttle will depart from the Deux-Montagnes station every 30 minutes during the morning and evening rush hours, and every 60 minutes outside rush hours.

Rush hours will be extended on weekdays: 5 a.m. to 9:30 a.m. in the morning, and 3 p.m. to 8 p.m. in the evening.

### 2. Will bus departures from the Bois-Franc station be coordinated with the arrival of rail shuttles?

Departures of bus shuttle 964 from the Bois-Franc station toward the Côte-Vertu metro station will be synchronized with the arrival of trains. Three buses will be boarded at a time until all passengers have been transported to the Côte-Vertu metro station.

### 3. How will boarding bus shuttles work at the Bois-Franc Station?

Three STM buses will be boarded at a time. It will be possible to board the bus by any door, without payment. Other buses will be waiting for more passengers until everyone has been transported. Staff will be on site to help with boarding.

Each bus has 35 seats and a capacity of 60 to 65 people.

### 4. Will a bus boarding platform be built in the Bois-Franc station?

A platform with a canopy will be built to allow users to board bus shuttles.

### 5. How long will bus shuttle 964 need to reach the Côte-Vertu metro station?

Travel time will be about 15 minutes during rush hours. The bus shuttle will travel on the reserved lane on rue Grenet. Please note that about 15 more minutes will be needed for the connection between transportation modes, including getting off the train, walking to the bus boarding platform, boarding the bus, and accessing the metro station.

### 6. How will evening rush hours work, given that the rail shuttle will depart every 30 minutes?

Bus shuttles 964 will depart from the Côte-Vertu station to the Bois-Franc station. Upon arrival, the train will already be at the station for boarding and will stay there until the next departure, so users will be sheltered from the weather.

### 7. Can we park at the Bois-Franc station to use bus shuttles during the work?

It is possible to park there. About 550 parking spaces are available.

## 8. Major work is planned at the Côte-Vertu metro station. How will users be impacted by the work?

The work should begin in summer 2020 and is expected to take 3 months. Details on the closure will be available in early 2020. Bus shuttles will be redirected to another metro station of the western branch of the orange line. The STM and Mobility Montréal will send communications to users in due course.

## Mitigation measures — Deux-Montagnes line and other train and bus lines

### 9. Will preferential measures be implemented to cut bus travel times?

Preferential measures for buses, such as reserved lanes and bus priority signals, are planned along key road axes, including rue Grenet, boulevard Saint-Jean, boulevard Jean-Talon, boulevard Pitfield and boulevard Côte-Vertu.

Users of bus shuttle 968, which links the Roxboro-Pierrefonds train station and the Côte-Vertu metro station, will benefit from new bus preferential measures to optimize travel times on boulevard Gouin and boulevard Pitfield. Bus shuttle 919, which links the Acadie, Mont-Royal and Namur metro stations, and bus line 92 Jean-Talon will use a reserved lane on rue Jean-Talon, from avenue Victoria to avenue Mountain Sights westbound, and from avenue Victoria to rue de Nancy eastbound.

There already are reserved lanes and shoulders that can be used by buses in some road axes, including autoroute 15, autoroute 25 and autoroute 40. However, the ministère des Transports wants to increase their number to facilitate bus and shuttle travels during the second phase of the work in 2021. This measure applies to the following freeways: 640, 13, 15 and 25.

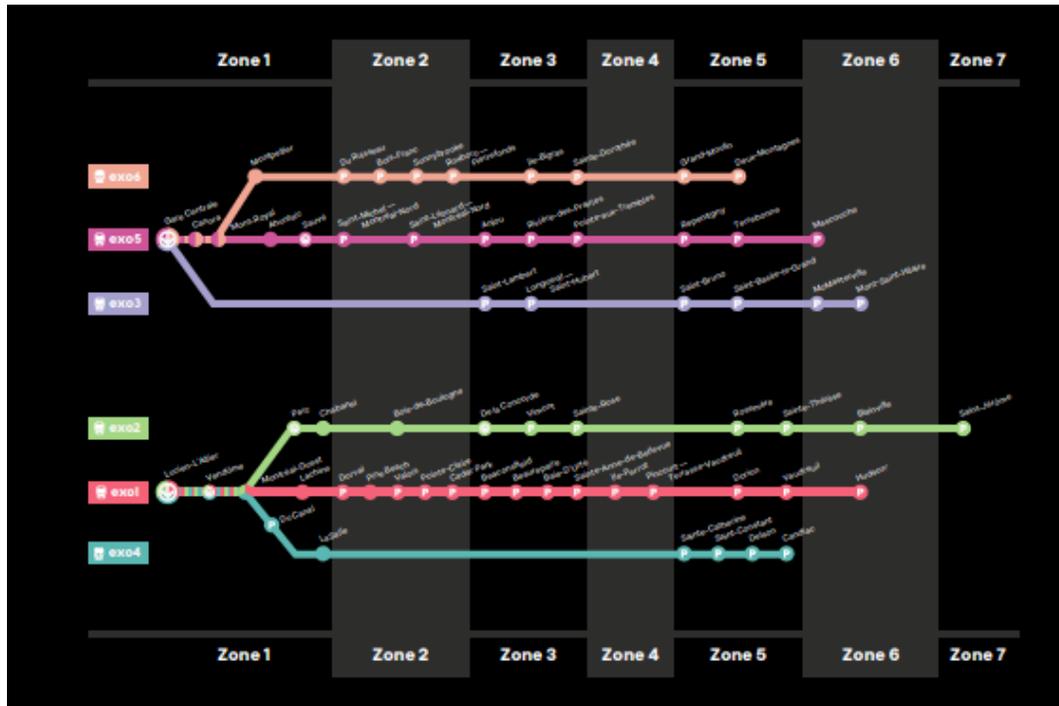
### 10. Is additional train service planned on the exo2 Saint-Jérôme line?

Since September 30, there have been four more departures (two in each direction) on the exo2 Saint-Jérôme line between 7:30 p.m. and 10:15 p.m.

Click [here](#) to consult train schedules. Click [here](#) to plan your trips.

### 11. Is the TRAM/TRAIN transit fare valid on the exo2 Saint-Jérôme line?

The TRAM/TRAIN transit fare is valid. However, it is important you make sure that it corresponds to the fare zone of your departure point or your destination (see map below).



**12. Is it advantageous to take the train on the exo2 Saint-Jérôme line to go downtown?**

It depends on your departure point. You can plan your trips according to your departure point and destination [here](#). However, you must hold the right transit fare to board these trains.

Once on the train, you can get off at the Parc station and use the new STM bus line 480 Express du Parc, which goes downtown, via boulevard René-Lévesque up to rue Guy. The schedule of this line is synchronized with train arrivals.

A park-and-ride facility with 200 spaces was added for users going to the Bois-de-Boulogne train station.

**13. Is additional service planned on the exo1 Vaudreuil train line for the duration of the work?**

This is not planned at the moment. The capacity of some departures could be increased by adding train cars if needed.

**14. Is it advantageous to take the train on the exo1 Vaudreuil line to go downtown?**

It depends on your departure point on the Vaudreuil line. It should be noted that some departures on this line are already very busy, and that park-and-ride facilities are nearly full.

You must hold the right transit fare to board these trains. Click [here](#) to consult train schedules. Click [here](#) to plan your trips.

### 15. Why are exo6 Deux-Montagnes train line users redirected to the Côte-Vertu metro station instead of one of the three Laval stations?

The eastern branch of the orange line is already very busy. This is why the measures implemented by all public transportation organizations and exo focus toward connections to the Côte-Vertu station, in the western branch of the orange line.

### 16. Is additional service planned on the orange line for additional customers coming from the Deux-Montagnes and Mascouche lines?

In September 2019, two trains were added during rush hours as part of the [Mouvement orange](#). This is the maximum number of trains that can be added on the orange line.

There will be three backup trains in the event of a service disruption. Also, two new express bus lines were implemented, namely line 445 Express Papineau and line 480 Express du Parc, to relieve the pressure on the eastern branch of the orange line.

### 17. Why not propose the same solutions as route planners such as Google Maps, Chrono and Transit?

The mitigation measures proposed take many factors into account, including the capacity of the network, wait times and user comfort, while route planners only consider travel times.

Schedules will be available mid-November. It will then be possible to create routes that include the new bus lines at [www.chronoapp.quebec](http://www.chronoapp.quebec).

### 18. Will it be possible to track the rail shuttle and bus shuttles in real time?

It will be possible to track the location of Deux-Montagnes line trains on [Chrono](#) and the [exo website](#), as can be done now.

The real-time tracking of STM buses will be possible only for scheduled departures, as some buses could be added as needed. This provides the flexibility necessary to meet users' needs. For more information, click [here](#).

## Other Deux-Montagnes line stations (Du Ruisseau, Île-Bigras, Sainte-Dorothée, Roxboro-Pierrefonds)

### 19. What are the services offered at the Du Ruisseau station?

As the Du Ruisseau station and its park-and-ride facility will be closed as of January 2020, we recommend using [Chrono](#) to find the right service for your route. Bus lines 171 Henri-Bourassa, 117 O'Brien and 121 Sauv /C te-Vertu are good options in the area surrounding the Du Ruisseau station.

**20. Will it be possible to park in the park-and-ride facility of the Du Ruisseau station during the closure to take a bus?**

No. The park-and-ride facility of the Du Ruisseau station will be completely closed as of January 2020.

**21. What plans are in place for Île-Bigras station users?**

Although the Société des transports de Laval (STL) has no bus lines that serve Île-Bigras, it will continue to offer on-demand taxi services on weekends (Friday evening to Sunday evening) to compensate for the closure of the Deux-Montagnes line.

It is recommended to use the rail shuttle to get to the Bois-Franc station on weekdays.

**22. What plans are in place for Sainte-Dorothée station users?**

The STL recommends using the free rail shuttle that links the Deux-Montagnes and Bois-Franc stations. STM bus shuttle 964 will also be free from the Bois-Franc station to the Côte-Vertu metro station of the orange line.

Please note that the STL will offer additional service on lines 26, 144, 151, 902 and 903 to the Côte-Vertu and Montmorency metro stations, according to users' transportation needs.

**23. Can Deux-Montagnes line trains bypass Mont Royal as the Mascouche line train will do?**

Electric trains are used on the Deux-Montagnes line. It is not possible to use them on the same route as the Mascouche line as this line is not electrified.

**24. What are the mitigation measures planned to compensate for the rail shuttle service, which will no longer be provided in summer 2021?**

New mitigation measures will be proposed and implemented in summer 2021.

There already are reserved lanes and shoulders that can be used by buses in some road axes, including autoroute 15, autoroute 25 and autoroute 40. However, the ministère des Transports wants to increase their number to facilitate bus and shuttle travels during the second phase of the work in 2021. This measure mainly applies to the following freeways: 640, 13, 15 and 25.

## Users with reduced mobility

**25. Are there any mitigation measures planned for persons with reduced mobility who use the Deux-Montagnes line?**

The Deux-Montagnes line is not currently accessible. The rail shuttle will not be accessible either, since the same trains will be used. However, many buses on the island of Montréal, including those on line 968 between Roxboro-Pierrefonds and the Côte-Vertu metro station, are equipped with a front ramp. To consult schedules for buses

equipped with a front ramp, check the appropriate box in the "Your trip" and "Schedule and Maps" sections of the [STM](#) website.

## 26. Are there any mitigation measures planned for persons with reduced mobility who use the Mascouche line?

As of January 6, three of the five trains will go to the Central station during rush hours. Users of the two other trains, the route of which ends at the Ahuntsic station, will have to get off at the Sauvé station, then go to stop No. 50474 of STM line 31 Saint-Denis, on rue Berri. Line 31 serves the Rosemont station, which is accessible.

Line 31 also serves the following accessible stations on the orange line: Berri-UQAM, Champ-de-Mars, Place-d'Armes, Lionel-Groulx, du Collège, Snowdon, Côte-Vertu and the three stations in Laval.

## Mascouche line

### 27. What are the mitigation measures planned for Mascouche line users?

As of January 6, three of the five trains will go to the Central station during rush hours. Users of the two other trains, the route of which ends at the Ahuntsic station, will have to get off at the Sauvé train station, then walk 5 to 7 minutes to the Sauvé metro station.

Bus shuttles to the Radisson metro will also be available at the Mascouche, Terrebonne and Repentigny stations. Additional service for bus lines 30, 100, 140, 300 and 400 will also be implemented as of January 6, 2020. Users from eastern Montréal can use the various express lines toward the metro green line or downtown.

Click [here](#) to plan your trips.

## Fare mitigation measures

### 28. Are there any fare mitigation measures planned for Deux-Montagnes line users?

The following routes are the preferred alternatives to the Deux-Montagnes train's current route:

- train to the Bois-Franc station, shuttle 964 to the Côte-Vertu metro station, and metro to the Bonaventure station;
- shuttle 404, which links the Deux-Montagnes station and the Centre-ville terminal, outside rush hours;
- shuttle 968 from the Roxboro-Pierrefonds and Sunnybrooke train stations toward the Côte-Vertu metro station;
- shuttle 919, in the city of Mont-Royal, toward the Namur and Acadie stations.

For these routes, users can benefit from a fare measure that will limit monthly fares to \$86.50 (\$52 for reduced fares) and offer up to four months of free transit fares under certain conditions. This measure will give **eligible users** access to:

- local bus transit to get to the Deux-Montagnes, Grand-Moulin and Sainte-Dorothée stations on line exo6 Deux-Montagnes;
- the rail shuttle that links the Deux-Montagnes and Bois-Franc stations;
- bus shuttle 964, which links the Bois-Franc station and the Côte-Vertu metro station;
- bus shuttle 404, which links the Deux-Montagnes station and the Centre-ville terminal, outside rush hours;
- all STM services on the island of Montréal.

Users of line exo6 Deux-Montagnes will also have the option to use the free shuttle 405, which links the Deux-Montagnes and Sainte-Thérèse stations. However, users will have to pay the regular fare (zone 5 fare) at the Sainte-Thérèse station.

**To be eligible to the fare measure, you must:**

- have subscribed to the 2018-2019 fare measure on September 8, 2019, at the latest — this measure gave access to a reduction of up to 30% on monthly TRAIN and TRAM transit fares;
- live in the determined eligible territory of line exo6 Deux-Montagnes;
- be subscribed to OPUS or OPUS+ entreprise, or subscribe to one of these two programs on or after November 11, 2019.

Please note that eligible users who use local bus services to get to the Deux-Montagnes, Grand-Moulin or Sainte-Dorothée stations of line exo6 Deux-Montagnes will still have access to monthly TRAM transit fares at a reduced cost of \$86.50 (regular fare) or \$52 (student or reduced fare). When subscribing to OPUS+ or OPUS+ entreprise or changing their subscription, users will have to enter the unique code written on the leaflet they received when getting off the bus. These codes have already been distributed.

**Subscription period:**

- November 11 to December 10, 2019, to receive free transit fares for the months of January to April 2020 with a subscription to OPUS+ or OPUS+ entreprise.
  - Users who will subscribe to the measure later, by March 10, 2020, will receive free transit fares until April 2020. Users who subscribe after March 10, 2020, will not receive free transit fares.

Click [here](#) for more information.

\*The ARTM reserves the right to modify or cancel this offer at any time without notice.

### 29. Why are there no reductions on transit fares that give access, for example, to the Montmorency station?

The measures were developed by taking into account the entire public transit system, in order to offer the most reliable service possible to all users. The measures were planned around the Côte-Vertu metro station, where the transit fare offered through the fare measures is accepted. Also, this route also prevents the orange line from becoming even busier than it already is.

However, if users choose to use other regular public transit services in their area to get to a metro station in Laval, they will have to buy the transit fares for these services, at the current rates, as current users of these services do.

### 30. Are there any fare mitigation measures planned for Mascouche line users?

Users of line exo5 Mascouche who live in the eligible territory will obtain 30% off monthly TRAIN and TRAM transit fares, with a minimum price of \$86.50 for the regular fare (calculation based on a STM monthly fare), or \$52 for student and 65+ fares.

As of October 23, 2019, users can subscribe online by completing an online form. It will also be possible to subscribe at ticket offices in the metropolitan region or at points of sale or service as of November 11, 2019. The subscription period is one year.

[Click here for more information.](#)

\*The ARTM reserves the right to modify or cancel this offer at any time without notice.

## Contact us

For questions or comments regarding the ministère des Transports's **roadwork sites**, or **report an event**:

Anywhere in Québec: 511  
Elsewhere in North America: 1 888 355-0511  
[Complete the online form](#)

Consult road network conditions:  
[Québec 511 Twitter account \(Montréal\)](#)

For questions or comments regarding the **REM work**:

1 833 rem-info (736-4636)  
[Complete the online form](#)

Consult the info-travaux:  
[REM Twitter account](#)

For questions or comments regarding the **public transportation services** of the metropolitan region (schedules, routes, fares, etc.):

### Société de transport de Montréal (STM)

514 STM-INFO (786-4636) + option 6 + option 1  
[Complete the online form](#)

Consult road network conditions:  
[STM social media accounts](#)

#### Office hours

Monday to Friday: 7 a.m. to 7:30 p.m.  
Saturday, Sunday and statutory holidays: 8:30 a.m. to 4:30 p.m.

#### exo

514 287-TRAM (8726); toll free: 1 888 702-TRAM (8726)  
[Complete the online form](#)

Consult road network conditions:  
[Exo social media accounts](#)

#### Office hours

Monday to Friday: 6 a.m. to 8:30 p.m.  
Saturday, Sunday and statutory holidays: 9 a.m. to 5 p.m.

### Autorité régionale de transport métropolitain (ARTM)

514 409-2786  
[reception@artm.quebec](mailto:reception@artm.quebec)

700, rue De La Gauchetière Ouest, 4<sup>e</sup> étage  
Montréal (Québec) H3B 5M2

### Société de transport de Laval (STL)

450 688-6520  
[Complete the online form](#)

Consult road network conditions:  
[STL Twitter account](#)

#### Office hours

Monday to Friday: 6:30 a.m. to 8 p.m.  
Saturday: 8 a.m. to 5 p.m.  
Sunday: 8 a.m. to 12 p.m. and 1 to 5 p.m.

### Réseau de transport de Longueuil (RTL)

450 442-8600  
[Complete the online form](#)

Consult road network conditions:  
[RTL Twitter account](#)

#### Office hours

Monday to Friday: 7 a.m. to 8 p.m.  
Saturday, Sunday and statutory holidays: 8:30 a.m. to 4:30 p.m.