

Frequently asked questions

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Bois-Franc station — rail shuttle and Trainbus shuttle 964 of the Société de transport de Montréal (STM)

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.

Schedules are available [here](#).

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. Buses will make round trips until all passengers have been transported to the Côte-Vertu metro station.

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

Buses will make round trips to carry passengers from the Bois-Franc station to the Côte-Vertu metro station. It will be possible to board the bus without payment. The seat behind the driver must be left vacant at all times, and users are asked to keep a distance from the driver and other users on board.*

Other buses will be waiting for more passengers until everyone has been transported. Staff will be on site to help with boarding.

*Measures to reduce the spread of COVID-19

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

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

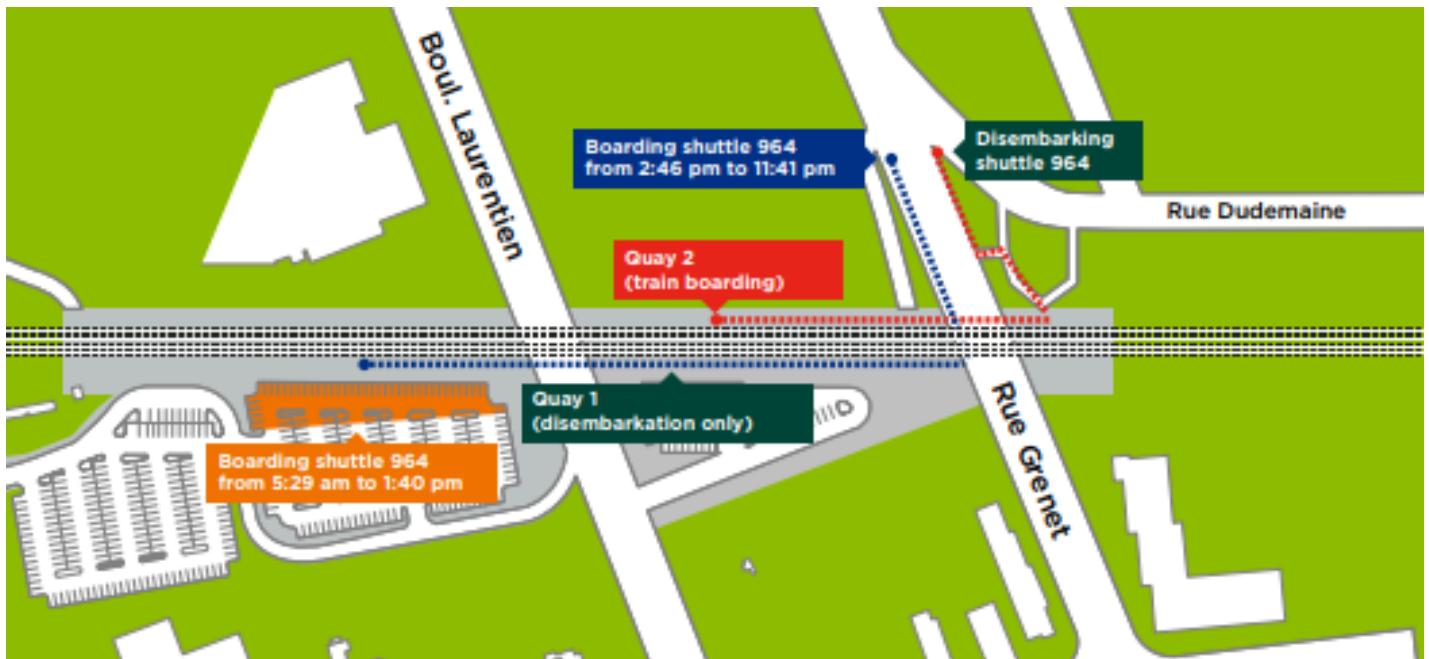
5. How long will bus shuttle 964 need to reach the Côte-Vertu metro station?

Travel time will be about 15 minutes. 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 their 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.

Please note that in the afternoon, bus shuttle 964 to the Bois-Franc station and to Côte-Vertu will be at the intersection of rue Grenet and rue Dudemaine. The plan below shows the route that passengers from the Bois-Franc station should take to go to Côte-Vertu (in blue), as well as the opposite route (in red).



Schedules of bus shuttle 964 will be coordinated with those of the rail shuttle. Schedules are available [here](#).

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 that was expected to begin in summer 2020 and take three months is postponed until summer 2021. The STM and Mobility Montréal will inform users about the closure as further details become available.

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, rue Jean-Talon, boulevard Pitfield and boulevard de la 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 when travelling west, and from avenue Victoria to rue de Nancy when travelling east.

Reserved lanes and shoulders have already been developed on some freeways, including autoroute 15, autoroute 25 and autoroute 40. However, the ministère des Transports wants to increase their number to facilitate bus and shuttle traffic during the second phase of the work in 2021. This measure applies to the following freeways in particular: 640, 13, 15 and 25.

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

Since September 30, 2019, 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.

11. Are the TRAM and TRAIN transit fares valid on the exo2 Saint-Jérôme line?

The TRAM and TRAIN transit fares are valid on this line. However, it is important you make sure that your transit fare corresponds to the fare zone of your departure point or your destination.

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 to the Lucien-L'Allier terminal station or 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. It is necessary to hold a transit fare for the right fare zone to take the train at this 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 used almost to full capacity.

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

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 orange line eastern branch 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, on the orange line western branch.

16. 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.

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

It will be possible to track the trains of lines exo6 Deux-Montagnes and exo5 Mascouche, as well as exo buses, in real time on [Chrono](#) and the [exo website](#).

It will be possible to track the Société de transport de Laval (STL) buses in real time: information will be available [here](#). However, 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](#).

18. I have a schedule dated March 30. Is it the right one?

Yes. These schedules were printed in preparation for the closure of the tunnel, which was planned for March 30. When the closure was postponed, we chose not to reprint them. In this way, we do not have to dispose of these schedules, which contributes to the sound management of public funds.

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 simultaneously to the Mont-Royal tunnel, we recommend using [Chrono](#) to find the right service for your route. Bus lines 171 Henri-Bourassa, 117 O'Brien and 121 Sauvé/Côte-Vertu are good options in the area surrounding the Du Ruisseau station.

20. During the closure of the Du Ruisseau station, will it be possible to park in the park-and-ride facility to take a bus?

No. The park-and-ride facility of the Du Ruisseau train station will be completely closed. The contractor responsible for the construction of the Réseau express métropolitain (REM) will use a part of that space to execute the work.

21. What are the plans for users of the Île-Bigras train station?

Although the 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 are the plans for users of the Sainte-Dorothée train station?

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

Click [here](#) to consult STL bus schedules.

23. Can Deux-Montagnes line trains bypass the mont Royal as Mascouche line trains 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 for the second phase of the closure, that is the suspension of the rail shuttle service?

New mitigation measures will be proposed and implemented to compensate for the suspension of the rail shuttle service.

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. 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 access to the Roxboro-Pierrefonds station intended for persons with reduced mobility will be closed at the same time as the Mont-Royal tunnel. However, buses of line 968, which links the Roxboro-Pierrefonds and Sunnybrooke train stations 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?

With the closure of the Mont-Royal tunnel, three of the five trains will go to the Centrale 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.

From the Rosemont station, it is possible to reach the following accessible stations on the orange line: Berri-UQAM, Champ-de-Mars, Place-d'Armes, Lionel-Groulx, Bonaventure, du Collège, Snowdon, Côte-Vertu, Cartier, de la Concorde and Montmorency).

Mascouche line

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

With the closure of the Mont-Royal tunnel, three of the five trains will go to the Centrale station during rush hours. The other trains will stop at the Ahuntsic station. Users who get off at the Sauvé train station will have to walk five to seven minutes to get to the Sauvé metro station.

Bus shuttles to the Radisson metro station will also be available at the Mascouche, Terrebonne and Repentigny stations. Users from eastern Montréal can use the various express lines toward the metro green line or downtown.

Fare mitigation measures

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

Some of the preferred alternative routes that replace the current Deux-Montagnes train route are free of charge, including:

- the rail shuttle from the Deux-Montagnes station to the Bois-Franc station;
- bus shuttle 964 from the Bois-Franc station to the Côte-Vertu metro station;
- bus shuttle 405 from the Deux-Montagne station to the Sainte-Thérèse station, on the Saint-Jérôme line.

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

- local bus transit to get to the stations of the exo6 Deux-Montagnes line with a TRAM transit fare, where applicable;
- 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 downtown Montréal, outside rush hours and on weekends. Due to the decrease in traffic on the road network over the last weeks, the shuttle has been in operation during rush hours, with departures every eight minutes. This service could be suspended at any moment;
- all STM services on the island of Montréal.

Please note that users who use the free bus shuttle 405, which links the Deux-Montagnes and Sainte-Thérèse stations, will have to pay the associated fare (zone 5 fare) if they want to continue their route on exo2 Saint-Jérôme line trains.

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 discount of up to 30% on monthly TRAIN and TRAM transit fares;
- live in the determined eligible territory of the exo6 Deux-Montagnes line;
- be subscribed to OPUS or OPUS+ entreprise.

Subscription period:

- November 11, 2019, to July 10, 2020, to receive five free months with a subscription to OPUS+ or OPUS+ entreprise.
 - Starting July 11, 2020, the number of free months will decrease by one each month until November 11, 2020. After November 11, 2020, users will not receive any free months.

* Considering mitigation measures were postponed, the 30% fare reduction, which has been applied since 2018, will be applied until May 2020.

Click [here](#) for more information.

* The Autorité régionale de transport métropolitain (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 the exo5 Mascouche line 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 (calculated based on a STM monthly fare), or \$52 for reduced fares.

Users have until October 31, 2020, to subscribe, either by completing an online form or at a ticket office in the metropolitan region.

Users who subscribe to OPUS+ or OPUS+ entreprise by October 31, 2020, will automatically receive the fare reduction to which they are eligible if they live in the eligible territory of the fare mitigation measure. In this case, the fare mitigation measure will apply beginning on the first bill of the subscription. The fare measure may not be combined with any other fare reduction.

Click [here](#) for more information.

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

Postponement of the Mont-Royal tunnel closure

31. Why was the closure postponed?

December 17th, 2019: The Mont-Royal tunnel should have been closed for two years on January 6, 2020, to optimize the design of the tunnel modernization work, but the closure was postponed to March 30, 2020. This does not decrease the duration of the work but delays it by three months.

This postponement is the result of an agreement between CDPQ Infra and NouvLR, the consortium responsible for the work, to optimize the REM construction project.

March 24, 2020: In order to follow government directives related to the COVID-19 pandemic, the closure of the Mont-Royal tunnel and the implementation of the temporary network are postponed until May 11, 2020.

32. Regarding fares, what is happening with the four free months announced on September 9, 2019, for users of the Deux-Montagnes line?

The fare mitigation measures announced by Mobility Montréal on September 9, 2019, are maintained and enhanced with an additional month. This means five free months are offered to users who subscribed to the 2020 fare measure for the exo6 Deux-Montagnes line before December 10, 2019. This measure is in effect from January to July 2020.

Eligible users who want to benefit from the five free months may do so by subscribing to OPUS+ or OPUS+ entreprise by July 10, 2020. After this date, the number of free months will decrease by one each month. Between January and May 2020, users who did not subscribe to the 2020 measure, but benefited from the 2018-2019 measure, may also benefit from a discount of up to 30% on their TRAIN or TRAM transit fare.

To benefit from the fare measure (up to 30% off), users must go to a ticket office in the metropolitan region or contact the exo or STL customer service to confirm their eligibility and know the procedure.

After the free months, the fare will be \$86.50 (\$52 for reduced fares) until the commissioning of the REM.

For users of the exo5 Mascouche line, the fare measure announced on September 9, 2019, which consists of a discount of up to 30% on a TRAIN or TRAM transit fare, remains unchanged. Users have until October 31, 2020, to subscribe.

33. What about Deux-Montagnes users who unsubscribed or changed their transit fare for January?

Under certain conditions, users can reactivate their subscription to a TRAIN or TRAM transit fare to obtain a discount of up to 30%. They can also subscribe to a MTLREM or TRAMREM transit fare (depending on eligibility) to receive five consecutive months free of charge and benefit from a fare of \$86.50 afterward. Contact exo customer service to benefit from these measures.

34. Has anything changed since the postponement?

The train service is maintained until the closure of the Mont-Royal tunnel. Exo will provide the service for lines exo6 Deux-Montagnes and exo5 Mascouche to the Centrale station.

Train schedules are available on the [exo](#) website.

35. Is the complete closure of the Deux-Montagnes line still planned for mid-2021?

Click [here](#) to consult the REM work schedule.

Mobility Montréal partners will keep planning the mitigation measures, which will include the development of new reserved lanes and shoulders along freeways, among other things. The work related to these mitigation measures is planned for 2020.

Health measures: COVID-19

36. Why do some employees wear masks?

In the current context, public transportation organizations implement measures to ensure the health and safety of its users and employees based on the recommendations of public health authorities.

Regarding STM employees, only those who come in close contact with users wear masks. Due to the nature of paratransit drivers' work, protective measures were taken by the STM, which include wearing gloves, medical masks and safety glasses.

37. Will the shuttle 404 service continue during rush hours after the lockdown is lifted?

Shuttle 404, which links Deux-Montagnes and downtown Montréal, will be in operation from 5:30 a.m. to 11:30 p.m. on weekdays, including rush hours, with departures every eight minutes. Service during rush hours is temporary and directly

linked to the decrease in traffic on the road network and in ridership in public transport. This temporary measure may be suspended at any time.

Contact us

For questions or comments on the **road work performed by the ministère des Transports**, or to report an event:

In Québec: 511

Elsewhere in North America: 1 888 355-0511

[Complete the online form](#)

Information on road network conditions:

[Québec 511 Twitter account \(Montréal\)](#)

For questions or comments on the **Réseau express métropolitain (REM) work**:

1 833 rem-info (736-4636)

[Complete the online form](#)

Information on the REM work:

[REM Twitter account](#)

For questions or comments about the public transit services of the metropolitan region (schedules, routes, fares, etc.):

Autorité régionale de transport métropolitain (ARTM)

514 409-2786

reception@artm.quebec

Monday to Friday: 6 a.m. to 8:30 p.m.

Saturday, Sunday and statutory holidays: 9 a.m. to 5 p.m.

Société de transport de Montréal (STM)

514 STM-INFO (786-4636) + option 6 + option 1

[Complete the online form](#)

Information on network conditions:

[STM social network accounts](#)

Business 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), or the toll-free number 1 888 702-TRAM (8726)

[Complete the online form](#)

Information on network conditions:

[exo social network accounts](#)

Business hours

Société de transport de Laval (STL)

450 688-6520

[Complete the online form](#)

Information on network conditions:

[STL Twitter account](#)

Business 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 p.m. to 5 p.m.

Réseau de transport de Longueuil (RTL)

450 442-8600

[Complete the online form](#)

Information on network conditions:

[RTL Twitter account](#)

Business hours

Monday to Friday: 7 a.m. to 8 p.m.

Saturday, Sunday and statutory holidays: 8:30 to 4:30 p.m.