

## Frequently asked questions

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## New phase of mitigation measures

### 1. What are the new mitigation measures planned for November 2, 2020?

The implementation of the new mitigation measures is possible with the completion of the work to develop bus by-pass shoulders on several strategic highways.

New services will be offered as of November 2, 2020, meaning there will be a transition period during which the train and the new bus shuttles will be in operation at the same time. Users of the Deux-Montagnes line will have the opportunity to try different routes to determine their preference before the rail shuttle service is discontinued on December 31, 2020.

The new measures include:

- two bus shuttles during peak hours:
  - line 499 from Deux-Montagnes to the Côte-Vertu metro;
  - line 498 from the Saint-Eustache terminal to downtown Montréal, with a stop at the Sainte-Dorothée station;
- the development of bus by-pass shoulders on autoroutes 640, 13, 15 and 25, and the use of the new reserved lane on autoroute 20, in the Turcot interchange;
- the optimization of the shuttle 968 – Trainbus Roxboro/Côte-Vertu service with only three stops: Roxboro-Pierrefonds, Sunnybrooke and Côte-Vertu stations];
- Fare changes for zone 3 users who were subscribed to the fare measure as of September 8, 2019, so they can buy the TRAMREM transit fare for \$88.50. The TRAMREM transit fare gives access to all transportation modes of zones 1 to 3, including the metro in Laval;
- Shuttle 404 service at all times, between Deux-Montagnes and downtown Montréal. The service, which was initially offered only outside peak hours, but will be available at all times, including during peak hours, evenings and weekends.

These changes are in addition to the services currently offered on the North Shore and the island of Montréal.

### 2. When will the rail shuttle service be discontinued?

The rail shuttle service will be discontinued on December 31, 2020.

### 3. Will services that have been free of charge since May 11, 2020, continue to be free?

Boarding the train and shuttle 964 – Trainbus Bois-Franc/Côte-Vertu free of charge will end when the rail shuttle service is discontinued on December 31, 2020.

For any other service, users must own a valid transit fare.

### 4. Why have some stops for shuttle 968 – Trainbus Roxboro/Pierrefonds been removed?

Following an analysis of ridership over the last months, the route was optimized to improve the service for users affected by the interruption of the train service.

As of November 2, 2020, shuttle 968 will run only between the Roxboro-Pierrefonds and Sunnybrooke stations and the Côte-Vertu metro.

Users affected by the removal of a dozen stops can use express lines 468, 470 and 475.

### **5. Are there specific measures for high school students?**

The Autorité régionale de transport métropolitain and the ministère des Transports are working with educational institutions near the Roxboro-Pierrefonds and Sunnybrooke stations to provide transportation options to students of Laval and the North Shore who currently take the train to go to school.

We will communicate information to parents, through educational institutions, over the next weeks.

### **6. Will shuttles that were suspended last July and August 2020 run again?**

Shuttles 405, 501 and 502 were suspended in July and August 2020 due to low ridership.

As ridership is still low, these shuttles will remain suspended. However, they will start running again as soon as the service is needed (increase in ridership).

Please note that another route can be taken for each shuttle service that was discontinued.

- Shuttle 405 — Deux-Montagne station to Sainte-Thérèse station: users can take bus lines 80 and 81, with a connection to line 88.
- Shuttle 501 — Terrebonne station to Radisson metro: users can take bus line 140.
- Shuttle 502 — Repentigny station to Radisson metro: users can take bus line 100.

### **7. Will the new service offer be enough to meet the needs of more users in the event ridership increases?**

The new service offer meets current and future needs, as it is possible to add buses on the exo network.

Task force members (MTQ, ARTM, STM, STL, REM, exo) can adjust the service at any time based on ridership and the needs of public transit users.

### **8. Why was the rail shuttle discontinued and the new measures implemented ahead of time when they were planned for mid-2021?**

The second phase of mitigation measures was launched earlier mainly to make travel easier for users. The development of bus by-pass shoulders, among other things, made this possible.

This important measure allows buses to run on strategic highways such as autoroutes 640, 13, 15 and 25, as well as the reserved lane on autoroute 20, in the Turcot interchange, making it possible for shuttles to avoid some of the congestion during peak hours.

Two new shuttles could be added during rush hours for users of the Saint-Eustache area, the Sainte-Dorothée station and the Saint-Laurent borough (Côte-Vertu metro).

With these new measures, users can reach their destination more quickly and more easily, and with fewer connections, which was requested by users.

Considering that all services that will replace the train will be offered as of January 4, 2021, and that only a relatively small number of users would want to take the train after that date, it would be difficult to justify the operation costs of the train for such a limited number of users.

### 9. Will the implementation of the mitigation measures ahead of schedule have impacts on the REM construction schedule?

The mitigation measures are implemented earlier mainly to offer users a better travel time while reducing the number of connections between transportation modes.

The schedule for the commissioning of the REM remains unchanged.

- Late 2021: South-Shore — Centrale station
- 2022: Centrale station — Du Ruisseau station
- 2023: Du Ruisseau station — Anse-à-l'Orme station
- 2023: Du Ruisseau station — aéroport Montréal-Trudeau station
- 2023: Du Ruisseau station — Deux-Montagnes station

### 10. Are there any changes for Mascouche line users?

No changes are to be expected for Mascouche line users. Current services will remain available, including two trains that bypass the mont Royal during the morning and afternoon peak hours (weekdays only).

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

### 11. When will the rail shuttle and the shuttle 964 — Trainbus Bois-Franc/Côte-Vertu service be discontinued?

These two shuttle services will be discontinued on December 31, 2020.

### 12. How frequent will rail shuttle departures be until the service is discontinued?

Rail shuttle departures from the Deux-Montagne station are every 30 minutes during the morning and afternoon peak hours, and every 60 minutes outside peak hours.

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

Please note that a transition period will begin on November 2, as the rail shuttle will be in its last phase of service until it is discontinued on December 31, 2020.

Train shuttle departures will be less frequent outside peak hours.

Schedules are available [here](#).

**13. Are bus departures from the Bois-Franc station coordinated with the arrival of the rail shuttle?**

Departures of bus shuttle 964 from the Bois-Franc station toward the Côte-Vertu metro station are synchronized with the arrival and departures of trains. Buses make round trips until all passengers have been transported to the Côte-Vertu metro station.

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

STM buses make round trips to carry passengers from the Bois-Franc station to the Côte-Vertu metro station. Users may board the shuttle free of charge, meaning they do not have to validate their transit fare at this point in their route.

**15. Has a bus boarding platform been built at the Bois-Franc station?**

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

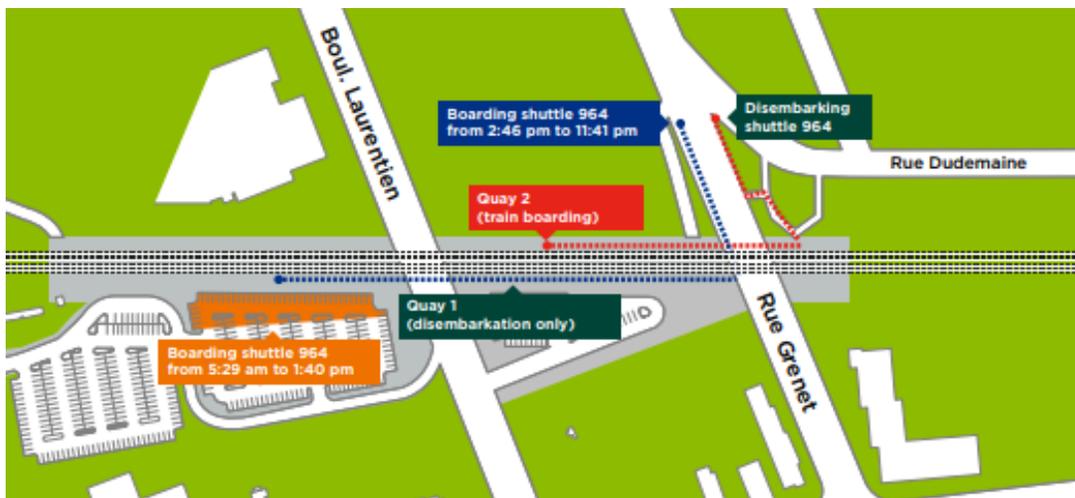
**16. How long will bus shuttle 964 need to reach the Côte-Vertu metro station?**

Travel time is about 15 minutes. The bus shuttle travels on the reserved lane on rue Grenet. Please note that about 15 more minutes are 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.

**17. How does afternoon peak hours work, given that the rail shuttle departs every 30 minutes?**

During the afternoon peak hours, bus shuttles 964 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, the stop for bus shuttle 964 to the Bois-Franc station is located 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).



Bus shuttle 964 schedules are coordinated with those of the rail shuttle. Schedules are available [here](#).

### 18. 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.

### 19. 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 2021. The STM and Mobility Montréal will inform users about the closure as further details become available.

## Mitigation measures —Deux-Montagnes line

### 20. What is the preferred route to go downtown from the Grand-Moulin and Deux-Montagnes stations?

Shuttle 404 should be the preferred service for all travel between Deux-Montagnes and downtown Montréal. On weekdays, the bus goes to the Mansfield terminal, whereas it goes to the Centre-ville terminal on weekends.

It should be noted that departures from the Grand-Moulin station make a stop at the Deux-Montagnes station. The route includes the use of bus by-pass shoulders on autoroutes 640 and 13 and of the reserved lane on autoroute 20 in the Turcot interchange.

### 21. How frequent are shuttle 404 departures and what is the travel time?

On weekdays, the service is available from 4:45 a.m. to 11:30 p.m. On weekends, the service is available from 6:30 a.m. to 11:30 p.m. on Saturday, and from 7:30 a.m. to 11:30 p.m. on Sunday.

Travel time:

- During peak hours:
  - From the Grand-Moulin station: 55 minutes to 1 hour 10 minutes
  - From the Deux-Montagnes station: 45 minutes to 1 hour
- Outside peak hours, evenings and weekends:
  - From the Grand-Moulin station: 1 hour
  - From the Deux-Montagnes station: 50 minutes

### 22. What are the other travel options for users from the Deux-Montagnes area?

Users who travel to the Côte-Vertu metro station can take the new shuttle 499. This direct line will be operational during rush hours as of November 2, 2020. Departures will be every 30 minutes from 5 to 9 a.m. and from 3 to 6:30 p.m., with a travel time of 50 to 60 minutes.

It should be noted that from November 2 to December 31, 2020, there will be some departures outside peak hours to compensate for the reduction in rail shuttle service.

Service outside rush hours will be available as of January 4, 2021, with departures every two hours and a travel time of 40 to 50 minutes. Click [here](#) to consult the schedule for this shuttle.

Regarding users from the Saint-Eustache area, the new shuttle 498 is now operational. The shuttle begins its route at the Saint-Eustache terminal and makes a stop at the Sainte-Dorothée station before going to downtown Montréal. The service is available on weekdays only, during peak hours. Departures are every 30 minutes, with a travel time of 1 hour to 1 hour 20 minutes. Click [here](#) to consult the schedule for this shuttle.

### 23. What are the travel options for users of the Île-Bigras and Sainte-Dorothée stations?

As of November 2, 2020, users of the Île-Bigras and Sainte-Dorothée stations will have access to the new shuttle 498, which travels directly to downtown Montréal during peak hours on weekdays. The shuttle begins its route at the Saint-Eustache terminal and makes a stop at the Sainte-Dorothée station before going to downtown Montréal. The service is available on weekdays only, during peak hours. Departures are every 30 minutes, with a travel time of 45 minutes to 1 hour.

Users can also take an alternate route with lines 26 and 903 to the Montmorency metro station to get to the Bonaventure station at all times.

A shared taxibus service will serve the Île-Bigras station and the shuttle 498 stop located at the Sainte-Dorothée station. The service also connects with line 26 (stop at the intersection of rue Bord-de-l'Eau and rue Jolibourg).

For users going to the Côte-Vertu metro station, three STL lines (144, 151 and 902) serve the western part of the island of Laval and the Côte-Vertu metro station.

### 24. What is the preferred route for users of the Roxboro-Pierrefonds and Sunnybrooke stations?

Users of the Roxboro-Pierrefonds and Sunnybrooke stations are encouraged to take shuttle 968 — Trainbus Roxboro/Côte-Vertu. The route for this line was optimized to serve only these two stations and the Côte-Vertu metro station, cutting travel time to 35 minutes. However, 30 more minutes are needed for the connection with the metro and to reach the Bonaventure station.

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

As the Du Ruisseau station and its park-and-ride facility have been closed since the Mont-Royal tunnel was closed, 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.

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

No. The park-and-ride facility of the Du Ruisseau train station has been completely closed since the Mont-Royal tunnel was closed.

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

Work was carried out in the spring and summer of 2020 to develop bus by-pass shoulders on several highways on the North Shore, such as autoroutes 640, 13, 15 and 25. Time can be saved by using bus by-pass shoulders, especially during traffic congestion. Buses are allowed to use these shoulders when traffic speed on the freeway is 50 km/h or less. This reduces delays caused by congestion for buses compared to other road users. When using bus by-pass shoulders, buses may not exceed the speed of the traffic on the adjacent lane by more than 20 km/h.

On the municipal network, preferential measures for buses, such as reserved lanes and bus priority signals, are implemented along key areas, including rue Grenet, rue Jean-Talon, boulevard Pitfield and boulevard de la Côte-Vertu. These measures cut travel times for bus shuttles.

- 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 on boulevard Gouin (between the Sunnybrooke station and boulevard Pitfield, eastbound) and boulevard Pitfield (between rue de Salaberry and rue Cypihot, southbound), on weekdays from 6:30 to 9:30 a.m.
- 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.

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

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

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

Starting October 2020, it will be possible to know how busy STM and exo buses are in real time with the [Chrono](#) mobile application. This functionality will also become available for the STL buses in early November.

## Users with reduced mobility

### 30. 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 was 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 “Schedules and Maps” sections of the [STM](#) website.

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

With the closure of the Mont-Royal tunnel, two trains link the Mascouche and Centrale stations during rush hours on weekdays. Other trains stop at the Ahuntsic station. Click [here](#) for more information.

**Route to downtown:** Users who take a train that stops at the Ahuntsic station will have to get off the train at the Sauvé station (which is accessible) and go to stop 50474 of STM line 31 Saint-Denis, on rue Berri (plan provided in the notice below). This bus stops at accessible metro stations Rosemont and Jean-Talon. From these stations, users can continue their route to one of the accessible stations of the orange line. Click [here](#) for the complete list of accessible stations.

**Route to Mascouche:** Users who want to board the train at the Sauvé Station have to stop at the Henri-Bourassa metro station, go to stop 50314 in the bus loop to take STM line 31 Saint-Denis, get off the bus at stop 50474 on rue Berri, then go to the train station (plan provided in the notice below).

**FRONT RAMP:** To consult schedules for buses equipped with a front ramp, check the appropriate box in the “Your trip” and “Schedules and Maps” sections of the [STM](#) website.

**STATUS OF ELEVATOR SERVICE:** Click [here](#) to know the status of the elevators used to access the metro. Click [here](#) to know the status of elevators of the Mascouche line.

Visit the [exo](#) website to consult the notice to users.

## Mascouche line

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

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

In addition to the regular bus service, bus shuttle 500 to the Radisson metro station can be taken from the Mascouche station.

Users from Montréal’s east end can take different express lines to the green metro line or downtown.

## Fare mitigation measures

### 33. 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, which is in service until December 31, 2020;
- bus shuttle 964 from the Bois-Franc station to the Côte-Vertu metro station, which is in service until December 31, 2020.

**Eligible users** of line exo6 Deux-Montagnes can also benefit from a fare reduction that will limit monthly fares to \$88.50 (\$53 for reduced or student fares) by subscribing to OPUS or OPUS+ entreprise, and receive up to five months of free transit fares in 2020 under certain conditions. Their MTLREM transit fare will allow them to use:

- shuttles 404, 498 and 499;
- STM services on the island of Montréal.

**Eligible users** of line exo6 Deux-Montagnes who live in zone 3 can buy a TRAMREM transit fare for \$88.50 (\$53 for reduced or student fares). The TRAMREM transit fare gives access to the temporary measures implemented to go to the island of Montréal.

- Users who have previously subscribed to the fare measure and are subscribed to the MTLREM transit fare will receive the TRAMREM transit fare. Their subscription will be automatically changed for the TRAMREM transit fare

(no action required by the user). A new OPUS card will be sent to subscribers by mail around October 20 for the month of November 2020.

- To benefit from the offer, users who live in zone 3 and were subscribed to the 2018-2019 fare measures will have to subscribe to OPUS+ or OPUS+ entreprise in the “My Account” section of the [exo](#) website.

**To be eligible to the fare measure, users 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.

\* The Autorité régionale de transport métropolitain (ARTM) reserves the right to modify or cancel this offer at any time without notice.

### 34. Why is changing the MTLREM transit fare for the TRAMREM transit fare now allowed for zone 3 users when it was not possible before?

The objective has always been to offer the fastest and most reliable route possible, as well as reduce the number of connections, without causing any congestion on the orange line eastern branch. By developing bus by-pass shoulders, Mobility Montréal can offer routes without connection that are as fast and reliable as the current train-bus-metro combination to go downtown.

It has become necessary to change the transit fare of zone 3 users of the Sainte-Dorothée and Île-Bigras stations, for whom the bus-metro combination would be faster to go downtown. The TRAMREM transit fare will give them access to exo shuttle 498 to downtown, STL lines and the metro at the Montmorency station (STM).

The MTLREM transit fare will be changes automatically for users who are subscribed to OPUS or OPUS+ entreprise. Users who are not subscribed can change their transit fare by completing an online form on the exo website.

\*Please note that this measure applies to users who were subscribed to the fare measure on September 8, 2020.

### 35. Why is access to the Montmorency station made easier for users from Laval only?

The orange line eastern branch is the busiest branch of the Montréal metro. This is an important aspect to consider to avoid having too many users travelling on this branch.

That said, the main request from users from the North Shore was to have a bus service to downtown without any connections and that use reserved lanes on a significant part of the route. Mobility Montréal and its partners met this need.

### 36. 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 \$88.50 for the regular fare (calculated based on a STM monthly fare), or \$53 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.

## 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 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](mailto:reception@artm.quebec)

### **Société de transport de Montréal (STM)**

514 227-4287

[mesuresSTM@stm.info](mailto:mesuresSTM@stm.info)

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

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

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

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

### **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