



My voice my STM

Study topic: Station cleanliness

In August 2025, we conducted a survey of My voice, my STM panel members, STM website visitors and Society in Motion newsletter subscribers. The objective: measure their satisfaction with métro network cleanliness and identify the factors that most influence their perception, station by station. The survey has enriched our internal discussions on the issue and will contribute to the development of effective, targeted action plans for each the 68 stations in the network.

Strong participation by more than 3,550 respondents

The first cleanliness satisfaction survey in 2024 identified issues specific to each station in the network. This allowed our teams **to adjust action plans in a targeted manner**. One year later, our sanitation managers wanted to analyze customer perceptions in more detail to better understand their evolution and **identify new priorities to incorporate into their cleaning strategies**.

Stable results compared to 2024

On average, customers gave the métro a 6.7 out of 10 rating for cleanliness. As in 2024, the main factors influencing their perceptions were **dry and wet waste—both of human and non-human origin—odours, leaks in ceilings and walls, and the condition of some floors**.

Of these, **wet human waste and unpleasant odours generate the most discomfort**.

Issues around cleanliness are concentrated at the end of the day, starting around 5 p.m., the period perceived as the most critical for safety. Heightened vigilance and targeted interventions from our teams are necessary during this period.

Interior and exterior station entrances are the areas most often associated with cleanliness issues, closely followed by métro platforms. The analysis also identified situations at certain stations where **corridors and stairways** require specific attention.

In conclusion: Working together for cleaner, healthier spaces

In light of the survey results, the STM sanitation team is working to optimize its cleaning methods by adjusting its actions and priorities based on the specific characteristics of each station.

Métro cleanliness is a shared responsibility, and maintenance workers, employees and customers all have a role to play. That's why **we encourage our customers to take simple, responsible actions**, such as using designated facilities to dispose of their waste—a concrete step that directly improves the user experience for all riders.

Want to make your voice heard and help shape public transit? Join our My voice my STM panel and share your opinion!