



My voice my STM

Study topic: Sense of safety

Whether on the métro or the bus, members of the My voice, my STM community share their daily perceptions of safety when travelling with us.

During the first three months of 2025, our follow-up studies showed a decline in the sense of safety across the network. Combined with operational data analysis, this led to the implementation of additional safety measures in March 2025.

A topic of interest: Over 2,900 riders and 670 non-riders surveyed

Invitations were shared via the STM mobile site, the My voice, my STM community and an external panel. The goal was to reach a broad audience and capture the most accurate picture of the situation.

The objectives: compare the sense of insecurity in the network vs. other public spaces, identify the rider groups who feel most concerned and determine when trips are cancelled or replaced to inform action plans and provide appropriate customer support

A better understanding of the impacts of insecurity

The métro is perceived as unsafe by both riders who used it in the past 30 days and those who used it less recently, ranking just behind underground parking garages—which topped the list of most concerning public spaces. Buses fall in the middle, between parks and taxis.

The groups feeling most concerned include women aged 18–34, visible minorities, riders with at least one functional limitation and non-French speakers.

In early 2025, over a 30-day period, 9% of riders who had used the STM network in the past year cancelled at least one trip due to safety concerns. Most cancelled trips occurred after 6:30 p.m., particularly between 10 p.m. and 6:30 a.m. These insights are invaluable, helping us directly guide our actions to strengthen safety and build trust.

In conclusion: Tailoring our action plans

The study results informed our decisions and led to the deployment of additional measures in March 2025. Most measures have been continued in our 2025–2026 safety plan due to their direct impact on riders' sense of safety. In November 2025, a network-wide campaign was launched to remind customers of the tools available for obtaining assistance.

Under the theme We're here for you, the campaign highlights the use of intercoms, the emergency assistance phone and calling 911 in emergencies. Safety concerns can also be reported via text message, using the system launched in late 2024. Feel free to use these tools to report any issues encountered during your travels.

Field teams are also present in stations to provide support. Please reach out to them if needed.

The safety of our riders and staff remains a top priority. This campaign is one of many initiatives aimed at improving the sense of safety across our network.