



My voice my STM

Study topic: Satisfaction with staff attitude and courtesy

Whether on the métro, bus or paratransit, customers and members of the My voice, my STM community share their daily experiences with our staff. Station agents, bus and paratransit drivers, and reservation centre employees are all committed to providing the best possible service.

Did you interact with our staff on your last trip? Let us know how your experience went—we track this feedback every month to improve our services.

Métro and bus: Let's keep working together to improve your experience

Nearly two-thirds of métro and bus riders who interacted with station agents or drivers report being satisfied with their attitude and courtesy (8+/10). While this is positive, we continue to strive for even higher levels of service to enhance your satisfaction.

We recognize that recent months have been challenging. Strikes have shaken confidence in the STM and made some interactions more tense, which is reflected in monthly results. To maintain our usual standards and continue offering pleasant and courteous service, we will continue monthly monitoring of this indicator in 2026. Feel free to ask questions or engage with our staff—we're here to assist you.

Paratransit: Close to 100% satisfaction

Satisfaction with the attitude and courtesy of paratransit drivers consistently averages around 90% (8+/10). Our teams work hard to make every trip as pleasant as possible.

At the call centre, staff courtesy also stands out, with results above 90% for several years. We continue to track these indicators monthly to ensure quality service and quickly identify any issues in the customer journey.