

Evolution of satisfaction and perception of REM service among South Shore users since 2023

The Issue

In November 2025, the North and Central branches of the Réseau Express Métropolitain (REM) began operation. A multi-wave survey was conducted in the Montréal Census Metropolitan Area (CMA), with three waves between 2023 and 2026, in order to analyze satisfaction with and perspectives on the REM over time. Respondents living in the South Shore were asked about their satisfaction with REM service and whether or not the REM is a beneficial project for the CMA.

Findings

Progression of dissatisfaction

- The share of users feeling satisfied with the REM on the South Shore remains high, with a satisfaction proportion above 60% across all user categories.
- The share of users reporting dissatisfaction with actual REM services increased between 2023 and 2026 among both frequent and infrequent riders, reaching nearly 25% among frequent users in 2026.

Perception of benefit

- The proportion of South Shore REM users that view the overall project as beneficial to Greater Montréal grew between 2023 and 2026.
- The share of respondents that do not view the project as being beneficial has remained constant since the last survey wave, in 2024.

Conclusion

- The consistent positive view of the REM's benefits, contrasted by less positive service satisfaction suggests that while the REM sees some operational dissatisfaction, the public still appreciate the utility of the project itself.

Policy Recommendations

- » Review the non-compete clause currently limiting alternate transportation options on the South Shore.
- » Launch a campaign to improve public perception of the REM among South Shore users while improving alternate transportation options and shuttle buses, as well as highlighting reliability.

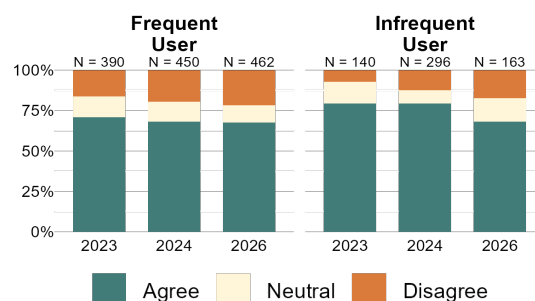


Figure 1: Satisfaction with REM services among South Shore users between 2023 and 2026

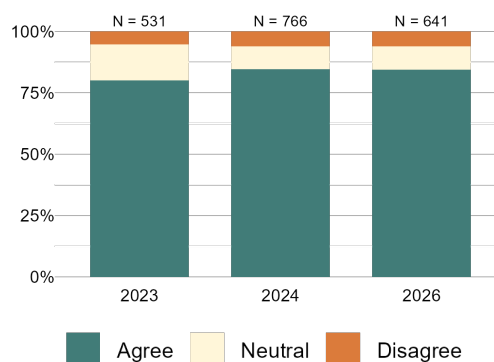


Figure 2: View of the REM as a beneficial project for Greater Montreal among South Shore users between 2023 and 2026