

Data on the SAAQ’s Main Services

March 2025

	MARCH 2025	JANUARY TO MARCH 2024	JANUARY TO MARCH 2025	DIFFERENCE
Online services				
Number of people who used the SAAQ’s online services	325,554	806,648	817,097	+1.3%
Number of SAAQclic accounts created	54,545	158,517	159,677	+0.7%
Number of vehicle transfers between individuals carried out online	3,833	6,819	10,138	+48.7%
Telephone, email and chat services				
Number of calls answered	179,877	293,286	520,386	+77.4%
Number of users who received help with SAAQclic	15,932	25,018	45,186	+80.6%
Average wait time (in minutes)	10 min	31 min	10 min	-21 min
Number of emails and chat messages answered	12,403	43,022	36,785	-14.5%
In-person services				
Number of people served ¹	369,618	1,012,516	1,015,236	+0.3%
Average wait time (in minutes) ^{2, 3}	12 min	13 min	11 min	-2 min
Number of people assisted at SAAQclic helpdesks	27,850	44,648	76,885	+72.2%
Services for traffic accident victims				
Number of calls answered	21,599	61,864	65,677	+6.2%
Average wait time (in minutes)	3 min	4 min	4 min	0 min
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	96 %	95 %	96 %	+1.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	92 %	88 %	90 %	+2.0%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	5,562	27,703	23,767	-14.2%
Complaints				
Number of complaints received	783	2,349	2,086	-11.2%

¹ SAAQ service centres and licensing agents

² SAAQ service centres only

³ With or without an appointment