



exo **mon réseau**

**Highlights from the first phase of
public consultations on the bus
service reconfiguration project**

Chambly-Richelieu-Carignan, Le Richelain and Roussillon sectors



Highlights

**Stakeholder
consultations on the
bus service
reconfiguration**

December 2019



Context and objective

Stakeholder consultations



Context

Before holding public consultations with citizens, exo wanted to meet with the representatives of major corporations, high ridership generators, institutions, as well as community organizations and related associations.



Objective

The goal of these pre-consultations was to **better understand the public transit needs** of the various targeted sectors and to **note the responses of the stakeholders**.



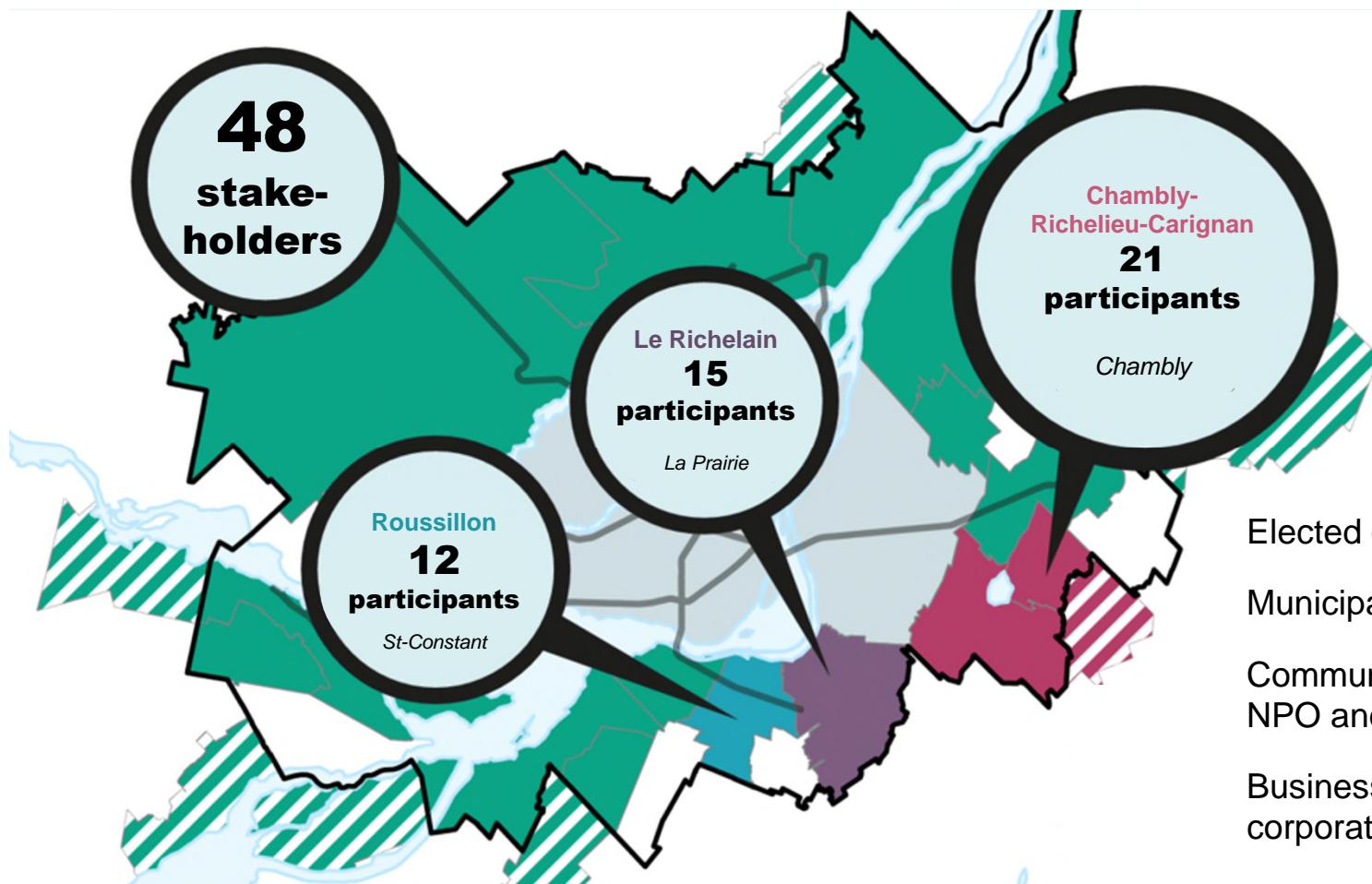
3 meetings

- December 2, 2019, in La Prairie
- December 3, 2019, in Chambly
- December 4, 2019, in Saint-Constant

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Consultations on the bus service reconfiguration

Stakeholder details





What are the **main issues** facing citizens in your territory in terms of bus transit?

Chambly-Richelieu-Carignan	Le Richelain	Roussillon
<ul style="list-style-type: none">• Insufficient east-west service• Lack of service in the internal zone• Overcrowded park-and-ride lots• Complicated pricing and fare purchasing• Difficulty hiring manpower due to inefficient public transit	<ul style="list-style-type: none">• Lack of inter-municipal service• Insufficient interconnectivity between sectors and hubs• Deficiencies in bus frequency and schedules (during off-peak periods)• Heavy traffic on Route 132• Lack of integration between paratransit and regular transit	<ul style="list-style-type: none">• Lack of connections between municipalities (east-west on the South Shore)• Industrial sectors and other employment hubs not served or underserved• Lack of frequency during off-peak periods• Dangerous to use active transportation to get to Saint-Constant station• Overcrowded park-and-ride lots• Development of the South Shore still focused on car use



What are the **main factors that could promote** bus use?

Chambly-Richelieu-Carignan	Le Richelain	Roussillon
<ul style="list-style-type: none">• Routes that use express lanes• Increased frequency and efficiency (fewer connections and less walking)• Simplify pricing and make it easier to buy transit fares• A network that is simple, clear and user-friendly• Fares priced according to the user's income	<ul style="list-style-type: none">• Interconnectivity between networks• Increase the speed and reliability of the network• Optimize the customer experience (mobile apps, efficiency, comfort)• Create dedicated bus lanes	<ul style="list-style-type: none">• Improve east-west service• Increase frequency and efficiency to shorten travel and connection times• Reduce constraints and improve the customer experience by making it more intuitive• Focus more on environmental awareness• Improve active transportation conditions



What are the **main projects to take into account** when reconfiguring the network in order to meet the bus transit needs of citizens and organizations in your territory?

Chambly-Richelieu-Carignan

- Numerous residential, industrial and commercial projects
- New exit on Highway 10

Le Richelain

- Development of commercial and residential real estate projects
- Service to major ridership generators: schools, hospitals, large malls, leisure centres, etc.

Roussillon

- Better service to employment areas, schools, cégeps, institutions and major ridership generators
- Current and expected traffic congestion on Route 132
- Optimal connection with the REM
- Extend the service hours
- Reassess park-and-ride lots and identify replacement solutions



Do you have any **suggestions** for the upcoming public consultations?

Chambly-Richelieu-Carignan

- Solicit non-users to learn why they don't use public transit and what would change their minds
- Try to understand the preferences between local bus service and park-and-ride lots

Le Richelain

- De-compartmentalize the Le Richelain and Roussillon sectors, and consult citizens from these two sectors during the same exercise
- Make the participants aware of the constraints inherent to reconfiguring the bus services
- Ask participants to define their priorities: service to Montréal or local service?

Roussillon

- Try to understand why non-users don't like to use bus service
- Learn more about the destinations and schedules of citizens
- Improve the Chrono app to ensure reliable, real-time service
- Optimize the fare system



Highlights

Customer discussion
groups

December 2019



Context and objective

Discussion groups



Context

Meetings with six customer discussion groups lasting 75 minutes, hosted by Convercité.



Dates

The meetings took place on
December 9, 10 and 17, 2019.

40

participants

Group profiles

Various profiles according to sector, bus use frequency and participant profile (one group was composed of students only).



Objective

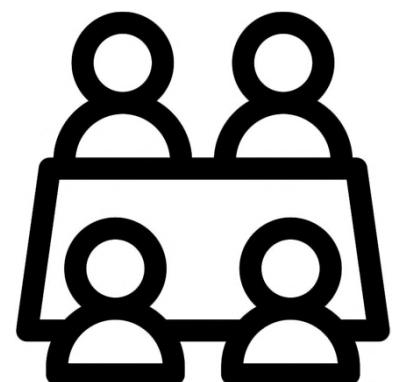
Validate and enhance the upcoming public consultations and online survey.

Discussion groups

Topics discussed

- Background on the bus network reconfiguration
- Level of satisfaction and expectations of exo
- Current and desired main public transit destinations
- Prioritization of criteria to promote the use of public transit
- Awareness and preferences, for example: travel time, wait time between connections, walk time to bus stop, definition of a “comfortable” trip, etc.

Note: These findings are qualitative and the results may not be generalized statistically in relation to the various targets. However, certain conclusions may be drawn regarding the topics addressed during the discussions when opinions converged. These findings will next be validated through the online survey with a broader sampling.



Discussion groups

Highlights

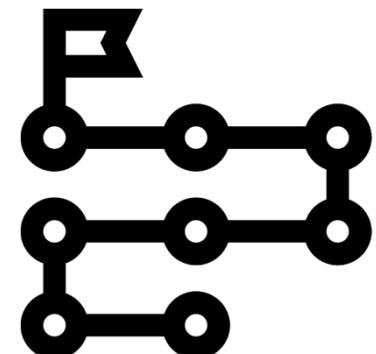
- **Overall, regular customers are satisfied with exo services to Montréal and during peak periods.** Users in Chambly-Richelieu-Carignan appear to be more satisfied than those from Richelain and Roussillon.
- **Everyone agrees the service is inadequate during off-peak periods, especially on weekends.**
- **Downtown Montréal is very well-served, but the rest of the Island of Montréal is less well-served.** As well, service between the various cities/municipalities on the South Shore is inadequate.



Discussion groups

Highlights

- Service frequency during peak periods and off-peak periods appears to be the most important criterion, regardless of participant profile. This is followed by the ability to take a direct route (without a connection).
- The results appear unanimous regarding choices and preferences: a longer walk to the stop is acceptable if service is more frequent or if it allows users to avoid a connection.
- Réseau express métropolitain (REM): several participants said they were confident about increased service and frequency to Montréal, despite the concerns and worries they expressed.





Highlights

In-person public
consultations

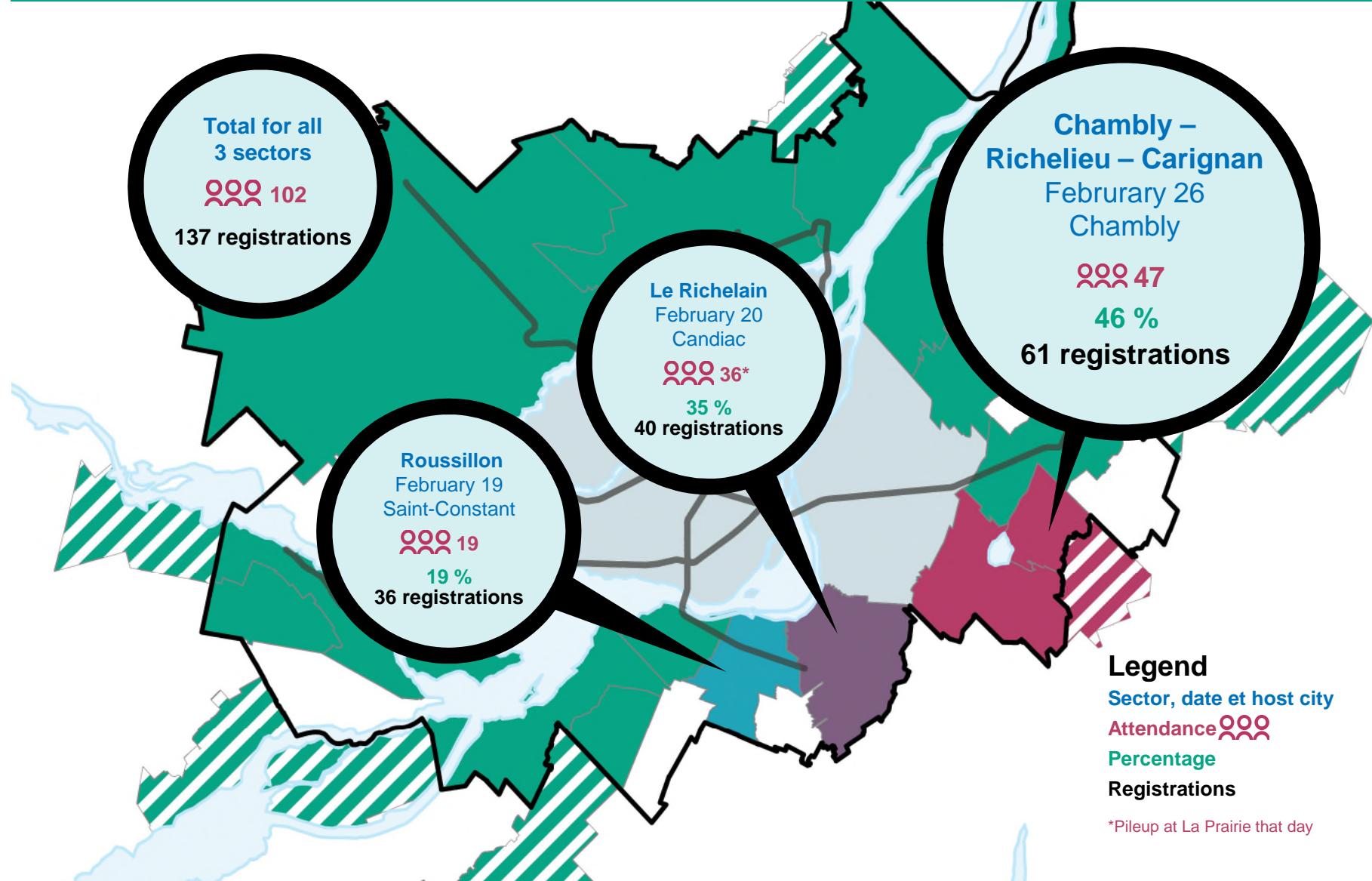
February 2020



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Summary of attendance at in-person public consultations on the bus service reconfiguration

Chambly – Richelieu – Carignan, Le Richelain and Roussillon – February 2020



General findings

- According to the participants, increased **frequency** is the most important element to promote the use of public transit.
- The **amount of connections** required to get to the destination is a key factor to promote public transit and to limit car use.
- **Extending service hours** is desired to provide more flexibility and better service during off-peak periods.
- **Total travel time** is also a major factor to encourage people to use public transit.



Roussillon and Le Richelain sectors

Issues

- Inadequate frequency
- Limited service during off-peak hours
- Overcrowded park-and-ride lots
- Insufficient interconnectivity
- Lack of accessibility in various neighbourhoods
- Coordination issues between the various services

Preferences

- Create dedicated lanes on Taschereau Boulevard, Highway 30 and Route 112
- Prioritize major routes to build new park-and-ride lots
- Place priority stops at strategic locations in the territory



Chambly-Richelieu-Carignan sector

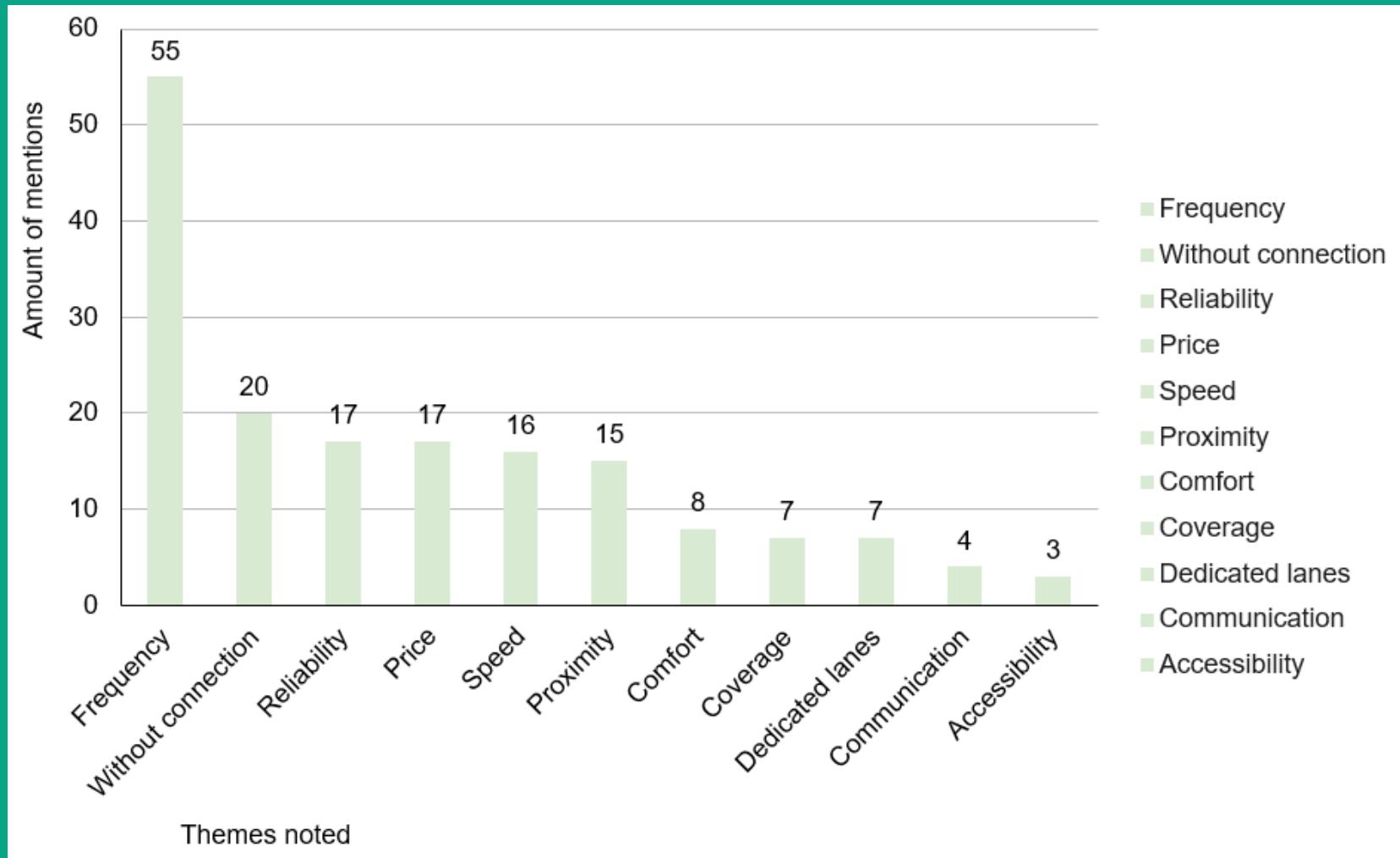
Issues

- Chambly park-and-ride lot overcrowded as of 7:15 a.m.
- Lack of park-and-ride lot in Richelieu
- Lack of service to hubs in the interior zone
- Insufficient interconnectivity
- Difficult to access employment hubs in Longueuil
- Insufficient public transit capacity
- Limited service during off-peak hours

Preferences

- Better service frequency even if that requires walking a greater distance
- Direct lines to the Réseau express métropolitain (REM)
- Transit alternatives between peak and off-peak periods

Factors that contribute to using public transit

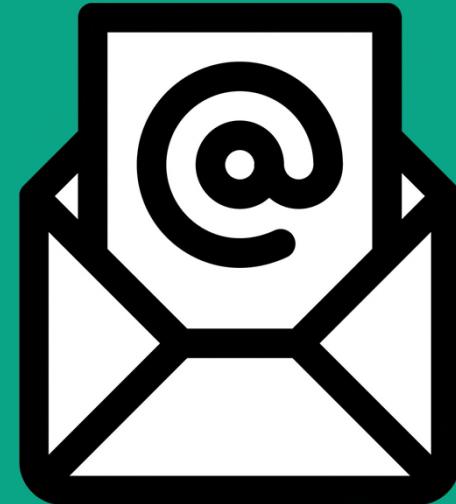




Highlights

Online survey at
exo.quebec/en/monreseau

February 2020



Context and objective

Online survey: exo.quebec/en/monreseau



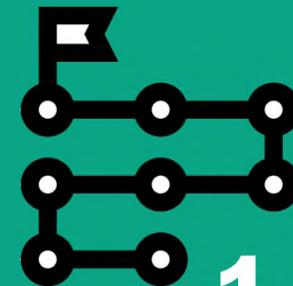
Objective

As part of the bus service reconfiguration, an online survey was carried out to identify the **needs and preferences** of the population in order to establish the **main guidelines** that will allow us to devise service scenarios for these three sectors.



Data collection

- *February 10 to March 2, 2020*
- Maximum duration of questionnaire:
15 minutes



**1,375
respondents**

Network reconfiguration

Highlights

Criteria that promote public transit bus use

For all sectors

- **Service frequency during peak periods** in the morning and afternoon
- **Direct routes with no connections** (and if not, then minimal wait times between connections)
- **Service frequency during off-peak periods:** especially true for students
- **Having a stop close to home**



Network reconfiguration

Highlights

Criteria that promote public transit bus use

Variables according to sector

- **Extended service hours:** criterion prioritized by students and users in Roussillon
- **Seating:** criterion prioritized by users in Le Richelain and Chambly-Richelieu-Carignan
- **Duration of bus trip:** criterion prioritized by users in Chambly-Richelieu-Carignan

The “Access to a parking lot” and “Improve bus stops” criteria are ranked lower.

For all sectors

Exo should focus on services:

- To downtown Montréal
- Within the municipality: more a priority for *workers* than for *students*
- To neighbouring municipalities (on the South Shore): a priority for *students* and *occasional users*
- To other destinations in Montréal (other than downtown)

Network reconfiguration

Highlights

Thresholds and preferences

- **Service frequency during peak periods:** a service frequency of **10 minutes appears acceptable to everyone.** However, non-users say up to 15 minutes would be acceptable.
- **Service frequency during off-peak periods:** the consensus is **30 minutes.**
- **Service frequency on weekends and holidays:** the consensus is **40 minutes.**
- **Walk time to the bus stop:** a threshold of **8 minutes of walking appears acceptable to everyone.***
- **Wait time between connections:** **5–8 minutes** and **10 minutes for students, occasional users and non-users.**

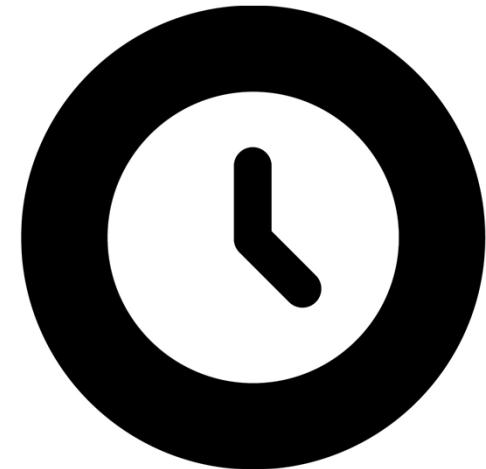
More than half of respondents would accept walking farther if it allowed them to **reach their destination earlier, avoid a connection or if the service frequency was higher.*

Network reconfiguration

Highlights

Thresholds and preferences

- **Start** of service, from Monday to Friday:
average of 5:30 a.m. and 5 a.m. for students
- **End** of service, from Monday to Friday:
average of midnight and 12:30 a.m. for students
- **Start** of service, weekends and holidays:
average of 6 a.m. and 5:45 a.m. for students
- **End** of service, weekends and holidays:
average of midnight and 1 a.m. for students



Network reconfiguration

Highlights

Respondent preferences



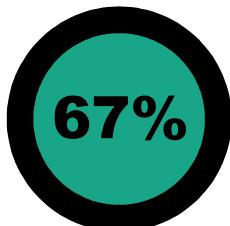
Coverage vs. **Frequency**

A longer walking time between your residence and the bus stop, but access to a more frequent bus line



Walking time vs. **Travel time**

A longer walking time between your residence and the bus stop, but a shorter bus trip



Frequency vs. **Direct route**

Less frequent service, but does not require a transit connection

Network reconfiguration

Highlights – Réseau express métropolitain (REM)

- **68%** of users from Richelain and **72%** from Chambly-Richelieu-Carignan say they will **very likely use the REM**. That percentage is **51%** for Roussillon.
- Among the modes of transportation to reach the REM stations, **exo buses** will be favoured by **more than one in two users**.
- If a bus line allowing users to access the REM **directly** is located near their residence, more than **70%** say they will **most certainly** use it (somewhat fewer for Roussillon).



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Summary of participation at public consultations on the bus service reconfiguration

Chambly – Richelieu – Carignan, Le Richelain and Roussillon – February 2020

