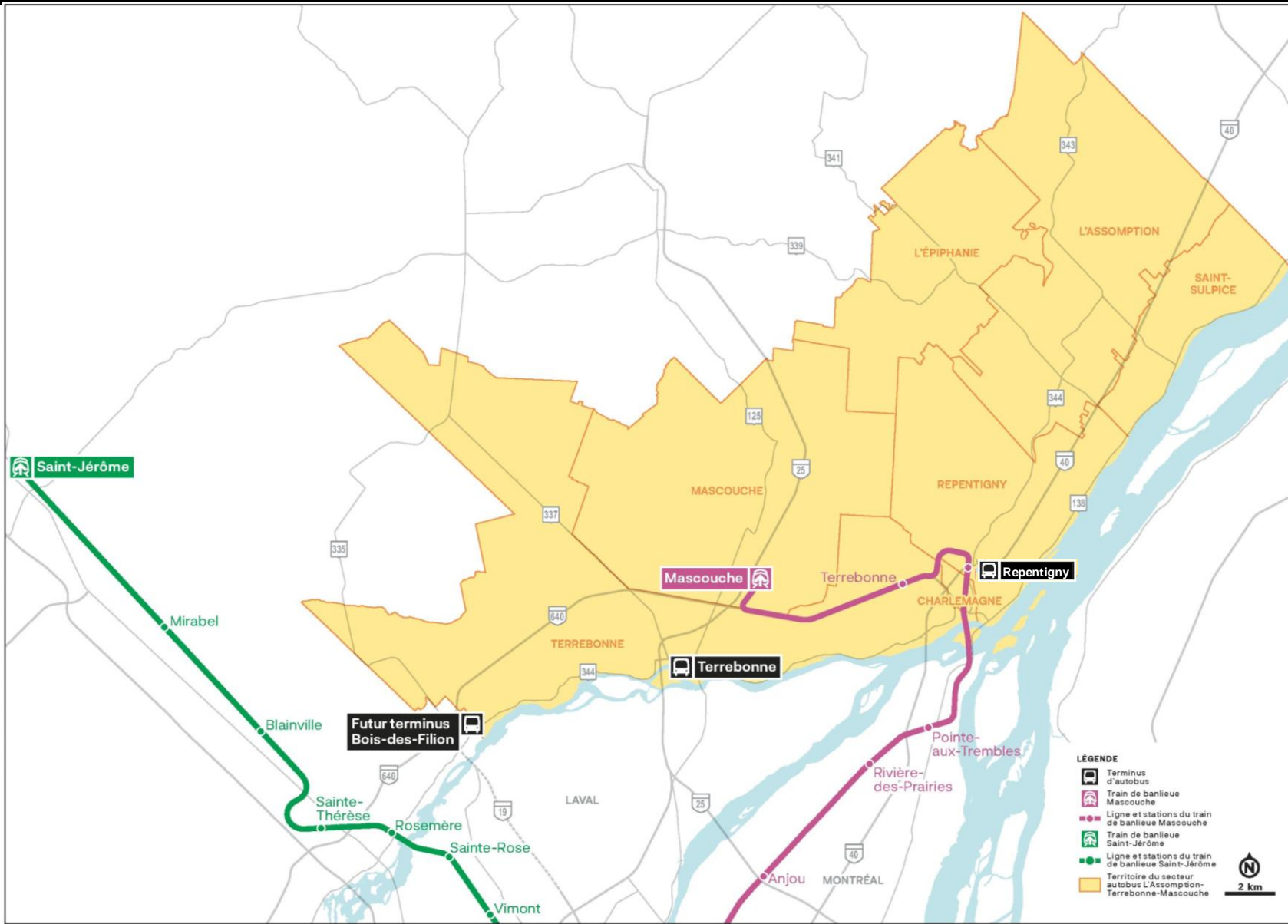# exo mon réseau

Highlights of the first phase of public consultations on the bus service reconfiguration in L'Assomption – Terrebonne-Mascouche

MARCH 2024

Sector assessed for reconfiguration
L'Assomption – Terrebonne-Mascouche

7 MUNICIPALITIES

- Charlemagne
- L'Assomption
- L'Épiphanie*
- Repentigny
- Saint-Sulpice
- Terrebonne
- Mascouche

2 RCMs

- Les Moulins
- L'Assomption

*Outside the territory

❯ Public consultations – phase 1: understanding needs

October – November 2023 | November 20 to December 15, 2023

Stakeholder consultations

Online survey: 1,202 respondents

❯ **3 discussion groups** with major travel generators

❯ **7 meetings** with the municipalities' technical services

Consultation sessions: 225 participants

❯ 2 in-person booths: November 28 and 30

❯ 2 virtual sessions: December 5 and 13

Highlights

Online survey

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Public consultations on the bus service reconfiguration

- Locations underserved by exo
- Prioritization of criteria to encourage public transit use
- Likelihood of using the REM
- REM's influence on train use

| **Mobility profile and habits** | **Coverage Services and periods** | **Preferences and acceptable limits** | **REM Scenarios** |

- Gender, occupation, age
- Municipality of residence, postal code
- Number of people in the household
- Car owner
- Usual workplace or school
- Modes of transportation used
- Frequency using exo services
- Reasons for non-use
- Exo customer or not

- Ranking of public transit services exo should improve
- Ranking of public transit periods exo should improve

- Acceptable service frequency
- Service hours
- Walking time to bus stop
- Wait time for connections
- Choice of scenarios (walking time vs. frequency, frequency vs. connection, etc.)

- Travel options to downtown: train + REM vs. bus + métro
- Reasons for choice

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Public consultations on the bus service reconfiguration

Gender

40%

60%
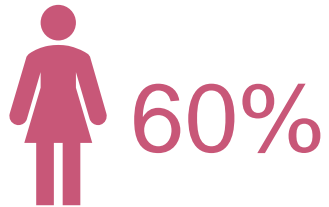
Occupation

54% → **At my usual workplace 53%**
Teleworking part-time 43%
Teleworking full-time 4%

36%

7%

88% own or have access to a car:

- 1 car in the household: 33%
- 2 cars: 42%
- 3 or +: 13%

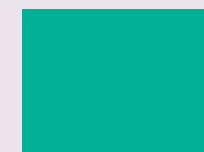## Number of respondents by municipality of residence

Repentigny	337
L'Assomption	74
L'Épiphanie	18
Charlemagne	13
Lavaltrie	7
Saint-Sulpice	2

Terrebonne	316
Mascouche	224
Montréal	113
Laval	49
Other	19

Approximately half of worker or student respondents travel to Montréal.

Type of customer

74%

Current exo customer

26%

Citizen who does not use Exo services

Criteria promoting public transit use by bus:

The 5 most-popular criteria*	Ranking			
	Workers	**Students**	**Terrebonne-Mascouche**	**L'Assomption**
• Better service **frequency** during **morning and afternoon peak periods**	1	1	1	1
• A direct route, **with no connection**	2	4	2	3
• Good **schedule synchronization for connections**	3	2	3	2
• Better service frequency during **off-peak periods**	4	3	4	4
• An **attractive** public transit trip vs. the car	5	10	5	9
• Access to public transit **less than a 5-minute walk** from my residence	7	5	6	7
• Available **seating**	10	7	9	5

Respondents were asked to select and rank 5 of the 11 criteria offered.

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Public consultations on the bus service reconfiguration

Services exo should focus on:

- **Within or to the L'Assomption sector (Repentigny, etc.)**

Number 1 choice of residents in the L'Assomption sector.
A third of L'Assomption residents want improved service to Eastern Montréal, and a third want improved service to downtown Montréal.

- **Within or to Terrebonne-Mascouche**

Number 1 choice of residents in the Terrebonne-Mascouche sector.
A third of Terrebonne-Mascouche residents want improved service to Laval, and a third want improved service to downtown Montréal.

- **Students also want improved service within their sectors.**

Priority service periods to improve:

- **Morning peak period (before 9 a.m.)**

Number 1 choice of residents in L'Assomption, Terrebonne, workers and students.

- **Afternoon peak period (between 3 p.m. and 7 p.m.)**

Number 2 choice for all respondents.

Peak period service frequency:

- Acceptable for over half of respondents: **15 minutes**

Off-peak period service frequency:

- Acceptable for over half of respondents: **30 minutes**

Weekend and holiday service frequency:

- Acceptable for over half of respondents: **30 minutes**

Walking time to the bus stop:

- Acceptable for over half of respondents: **8 minutes**

Waiting time between connections:

- Acceptable for over half of respondents: **10 minutes**

Start of service, Monday to Friday:

- Acceptable for over half of respondents: **5 a.m.**
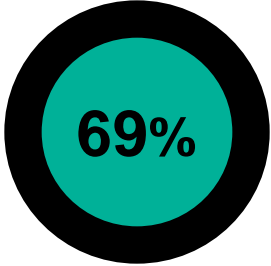
End of service, Monday to Friday:

- Acceptable for over half of respondents: **Midnight**

Start of service, weekends and holidays:

- Acceptable for over half of respondents: **6 a.m.**

End of service, weekends and holidays:

- Acceptable for over half of respondents: **Midnight**

69%

Walking time vs. Frequency

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

58%

Walking time vs. Travel time

A **shorter walking time** between your residence and the bus stop, but a **longer bus ride**.
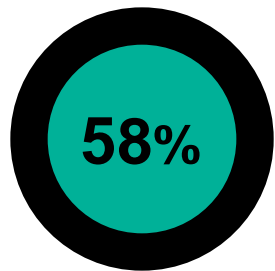
61%

Walking time vs. Direct route

A **longer walking time** between your residence and the bus stop, but **no connection**.

50%

Frequency vs. Direct route
- **Less frequent** service but does not require **a connection**.
- **More frequent** bus service but requires **a connection**.

Note: In this scenario, students selected **more frequency**.

58%

Travel time vs. Direct route
A **longer** travel time on the bus but does not require **a connection**.

Highlights

Consultation activities

Pop-up consultations calendar

Locations		Dates		Times		Number of participants	
📍	Cégep de Lanaudière à Terrebonne	📅	Tuesday, November 28, 2023	🕐	10:30 a.m. to 2 p.m. and 5 p.m. to 8 p.m	👥	75
	Cégep de Lanaudière à L'Assomption		Thursday, November 30, 2023		10:30 a.m. to 2 p.m. and 5 p.m. to 8:30 p.m.		150

Cégep de Lanaudière à Terrebonne

Characteristics of questionnaire respondents
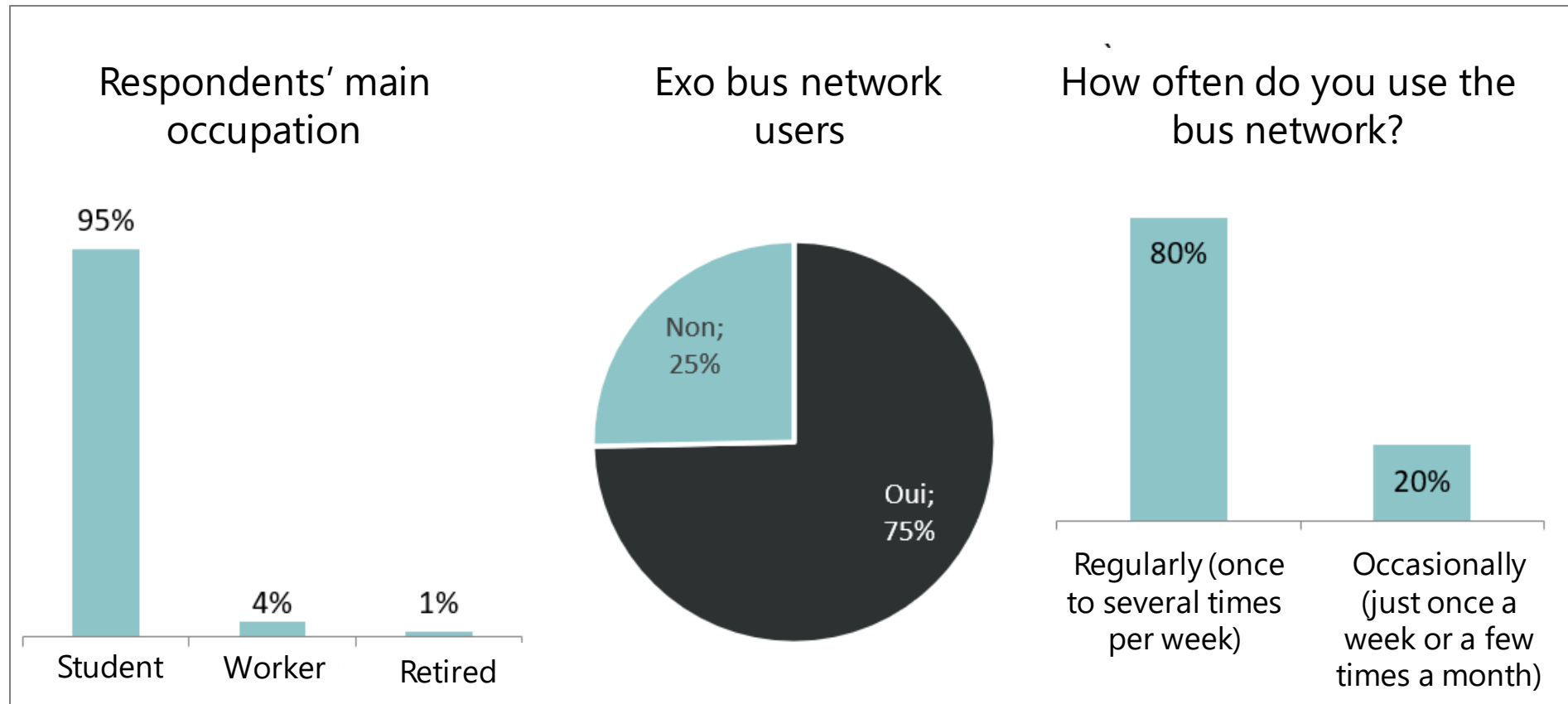
Cégep de Lanaudière à Terrebonne

Responses of participants who don't use exo services

What would entice you to use exo's bus network more often?
(% of respondents)

Better adapted service schedules (e.g. increased service frequency, bus schedules aligned with my schedule for work/school/other obligations)	63%
Route modifications (e.g. more destinations, a direct bus line)	42%
Real-time information about the network status	26%
Better stop placement (e.g. a stop within a 5–8-minute walk, 500 m)	21%
Other (please specify)	16%
Better infrastructure at stops and more transit shelters (e.g. bus shelters, bike racks, etc.)	11%
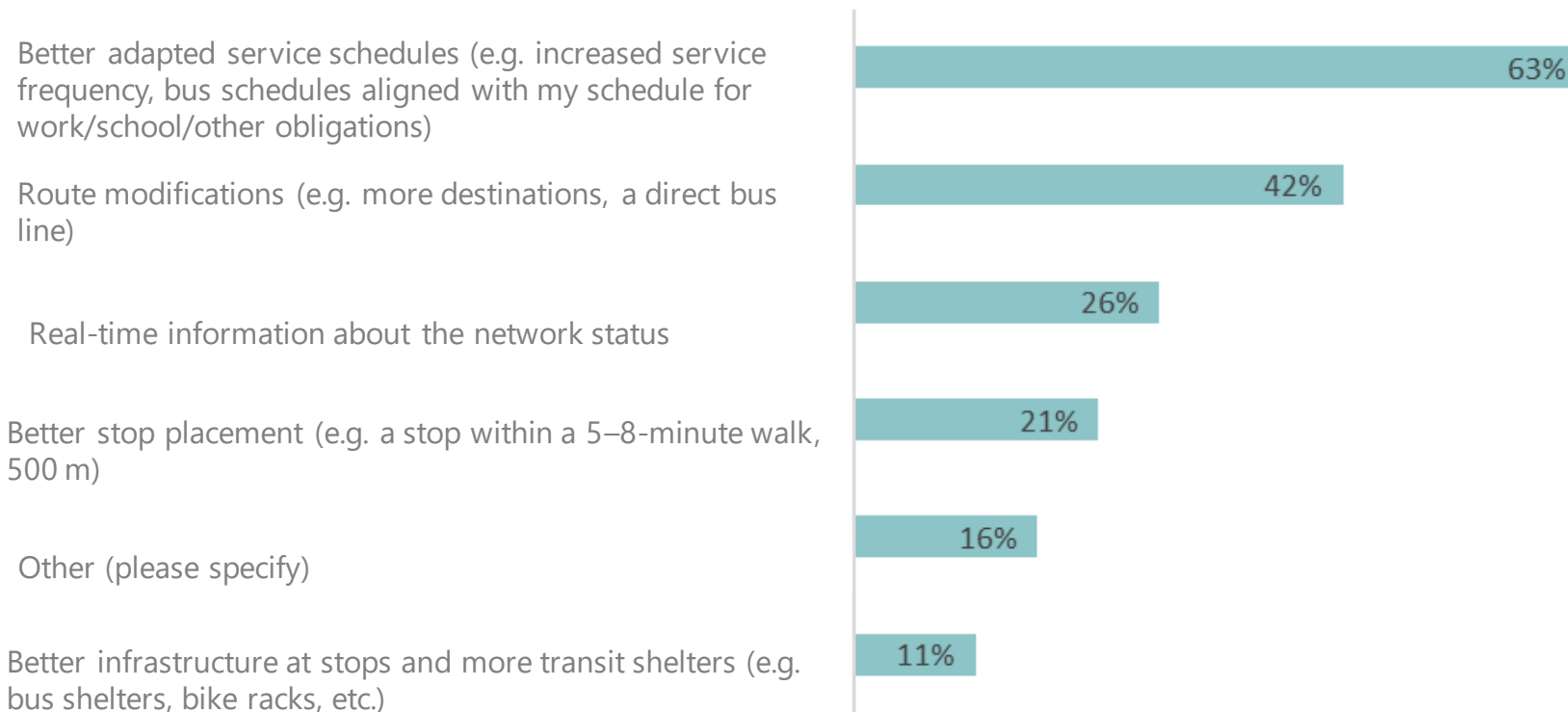
Cégep de Lanaudière à Terrebonne
Improvements current bus network users would like to see

Percentage (%) of respondents

Improvement	%
Better service frequency during morning and afternoon peak periods	78%
Direct route with no connection	44%
Better service frequency during off-peak periods	38%
Good schedule synchronization for connections	24%
Better service frequency on weekends	24%
Access to public transit within 500 m (5–8-minute walk) from my residence	22%
Extended service hours (early in the morning)	18%
An attractive public transit trip vs. the car	18%
Extended service hours (late at night)	16%

Cégep de Lanaudière à L'Assomption
Characteristics of questionnaire respondents

Respondents' main occupation
- Student: 88%
- Worker: 10%
- Retired: 2%

Exo bus network users
- Non: 4%
- Oui: 96%

How often do you use the bus network?
- Regularly (once to several times per week): 89%
- Occasionally (just once a week or a few times a month): 11%

Cégep de Lanaudière à L'Assomption

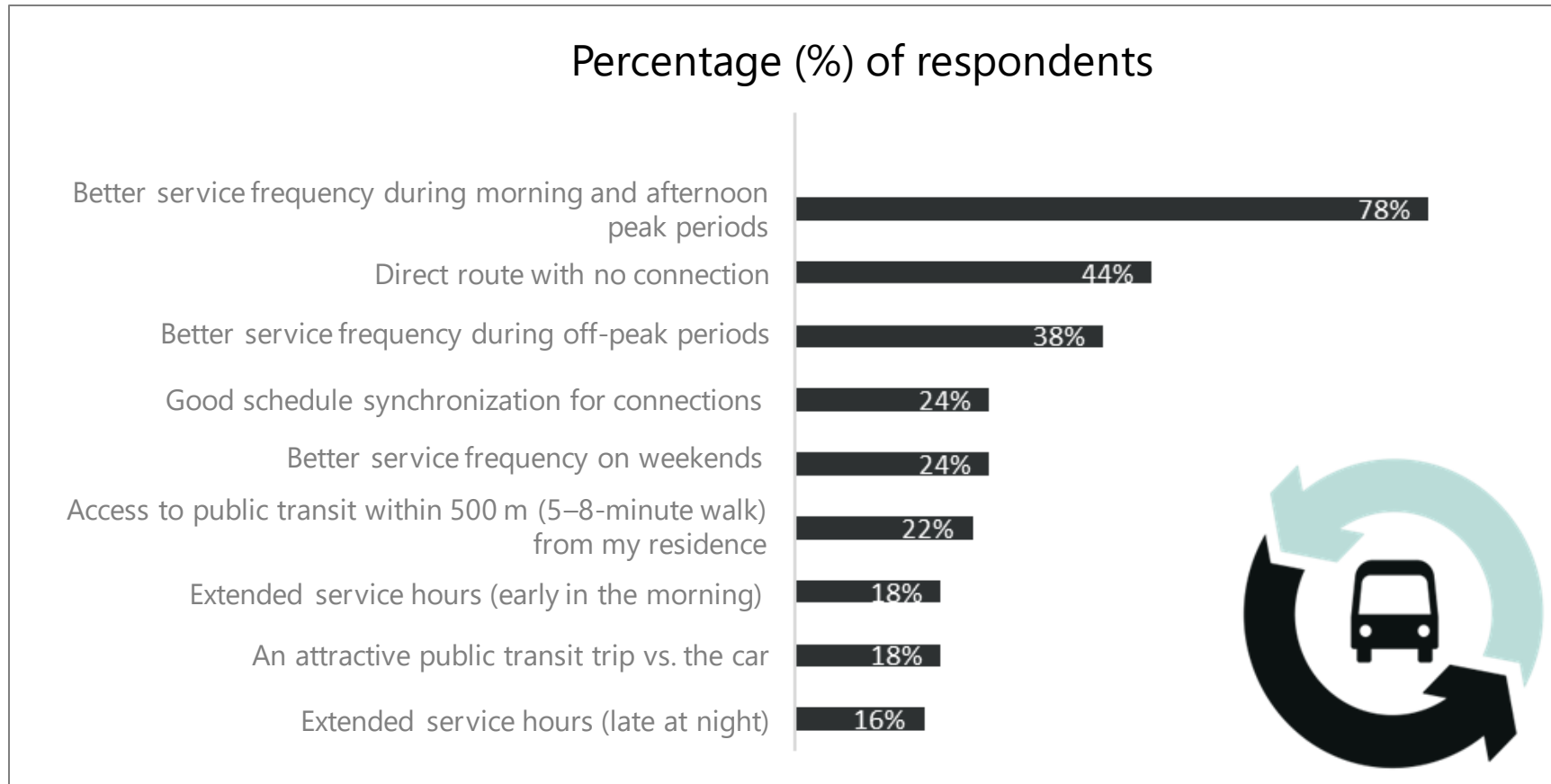## Responses of participants who don't use exo services

What would entice you to use exo's bus network more often?
(% of respondents)

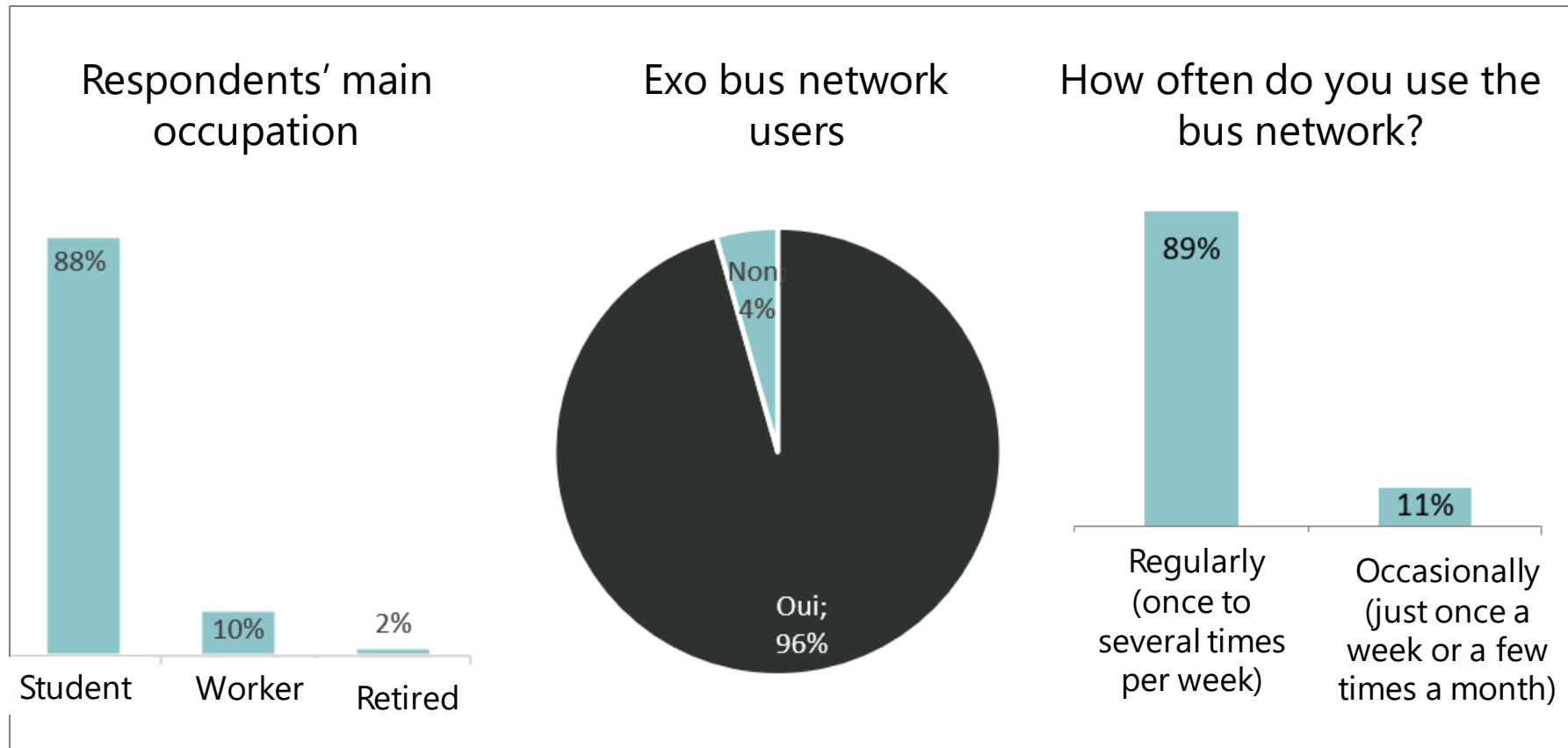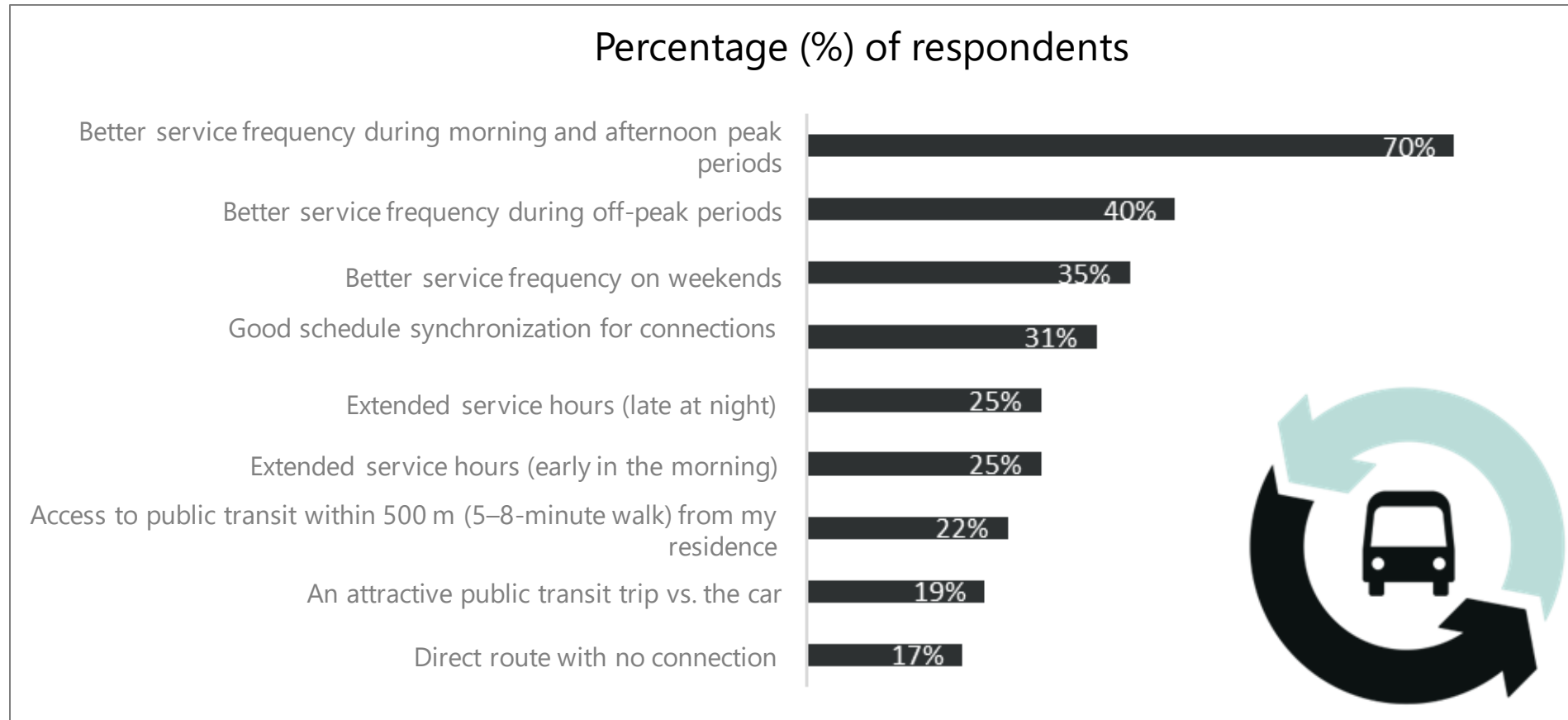|	
Better adapted service schedules (e.g. increased service frequency, bus schedules aligned with my schedule for work/school/other obligations)	100%
Route modifications (e.g. more destinations, a direct bus line)	100%
Real-time information about the network status	50%
Better stop placement (e.g. a stop within a 5–8-minute walk, 500m)	50%

Cégep de Lanaudière à L'Assomption

Improvements current bus network users would like to see

Percentage (%) of respondents

Better service frequency during morning and afternoon peak periods	70%
Better service frequency during off-peak periods	40%
Better service frequency on weekends	35%
Good schedule synchronization for connections	31%
Extended service hours (late at night)	25%
Extended service hours (early in the morning)	25%
Access to public transit within 500 m (5–8-minute walk) from my residence	22%
An attractive public transit trip vs. the car	19%
Direct route with no connection	17%

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Main needs expressed at the pop-up consultations

Align bus schedules with class schedules	Provide sufficient service during **peak periods**
Improve the **real-time communication** system	Improve **cross-suburb service**
Improve **service frequency** during peak and off-peak periods	Create routes **with no connections**

Virtual consultations calendar

Dates		Times		Number of participants	
📅	Tuesday, December 5, 2023	🕐	7 p.m. to 8:30 p.m.	👥	6
	Wednesday, December 13, 2023				7

Main needs expressed at the virtual consultations

Align bus schedules with class schedules	Improve the **network's reliability**
Increase **service frequency** during peak periods	Improve **evening schedules** from Montréal
Improve **synchronization for connections**	Improve routes and **travel times**

Highlights

Stakeholder consultations

Discussion group calendar

Group	Date and time	PARTICIPANTS
Discussion group 1	Monday, October 30, 10:30 a.m. to noon	12
Discussion group 2	Monday, October 30, 3:30 p.m. to 5 p.m.	5
Discussion group 3	Tuesday, October 31, 1:30 p.m. to 3 p.m.	15

Main needs expressed by the discussion groups

Improve the routes and add **bus stops** and **shelters**	**Add services** in new, developing areas
Create express lines to improve **travel times**	Improve **service frequency** during peak and off-peak periods
Align the service schedules with user needs	**Improve synchronization** between bus and train service