



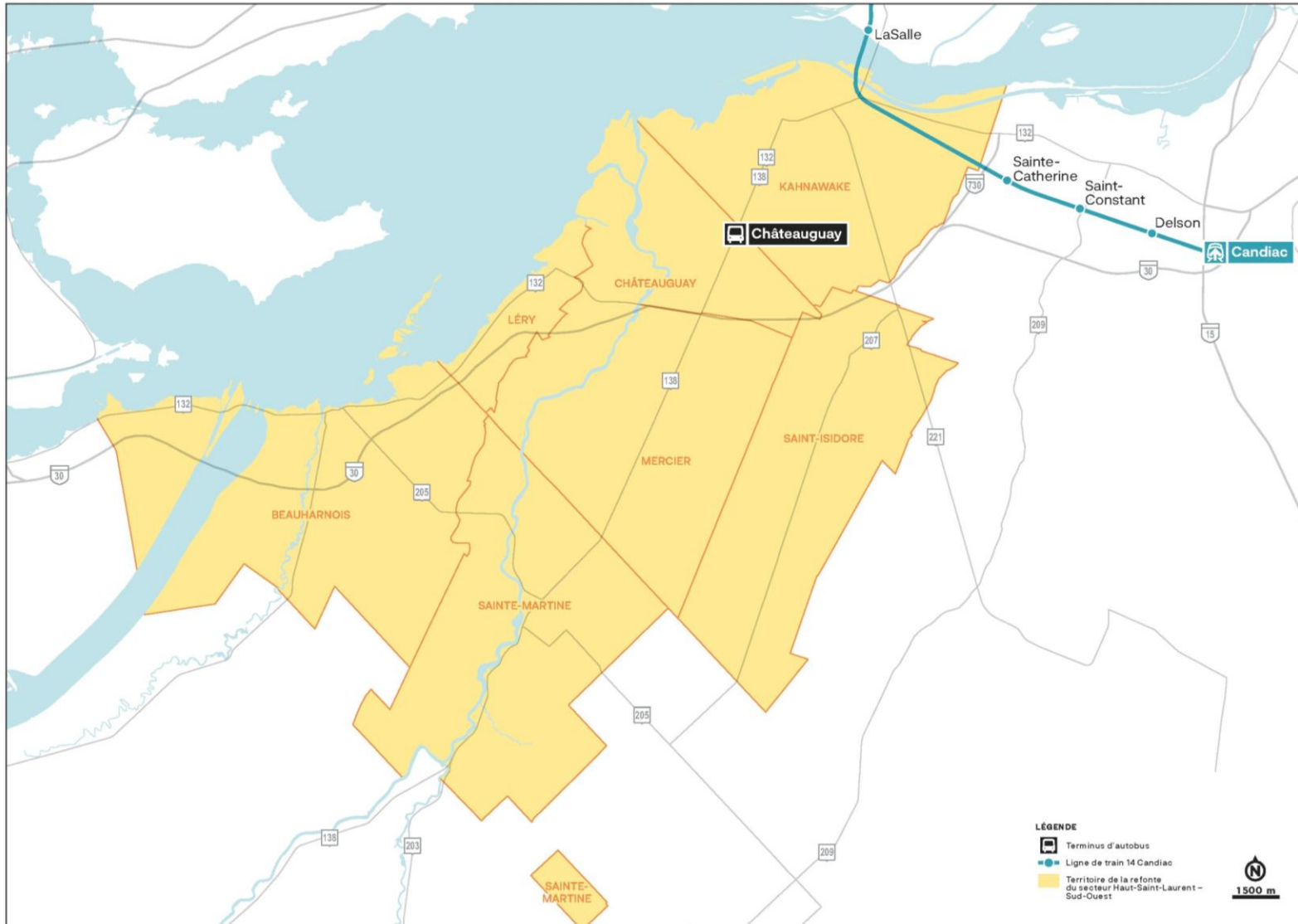
exo mon réseau

**Highlights, phase 1 of the public consultations
on the bus service redesign in the
Haut-Saint-Laurent – Sud-Ouest sector**

AUGUST 2024

Sector under study

Haut-Saint-Laurent – Sud-Ouest



6 MUNICIPALITIES / 1 TERRITORY

- Beauharnois
- Châteauguay
- Kahnawake
- Léry
- Mercier
- Saint-Isidore
- Sainte-Martine*

2 RCMs

- Roussillon
- Beauharnois-Salaberry

* Out of territory

› Public consultation activities – phase 1: identifying needs

April 2024

**Consultations
with stakeholders**



- › April 22, 24 and 26
Discussion groups with
the main transit generators
- May
- › **Meetings** with tech services
of municipalities

April 29 to May 24, 2024



Public consultations

› **Online survey**

- › **3 in-person consultation booths – 4:30 p.m. to 8:30 p.m.**
April 30: Mercier municipal library
May 1st: Châteauguay terminus
May 7: Beauharnois community center
- › **1 online consultation session – May 8, 7 p.m.**



Online surveys

Highlights



▪ Details of survey



- Inadequately served locations

- Prioritization of criteria favoring the use of public transit

Profile and mobility habits

Coverage Services and periods

Preferences and acceptable levels

Preferred scenarios

- Exo client or not
- Sex, age, occupation, teleworking
- Commuting periods
- People in household
- Car owner or not
- City of residence, postal code
- Usual location of workplace or place of study
- Transport modes used
- Frequency using public transit
- Reasons for not using exo

- Ranking of sectors where exo should improve service (top 5 + top 1)
- Ranking of periods exo should improve
- Improving local service

➔ For citizens who have never used exo before: notoriety of exo and its services + intention of using exo

- Acceptable frequency
- Service hours
- Walking time to bus stop
- Waiting time for transfer
- Scenario preferences (walking time VS frequency, frequency VS transfers, etc.)

- Transportation mode currently used to go downtown
- Preferred choice among 3 options for going downtown: direct bus VS bus + metro VS bus + train
- Reasons for choosing preferred option

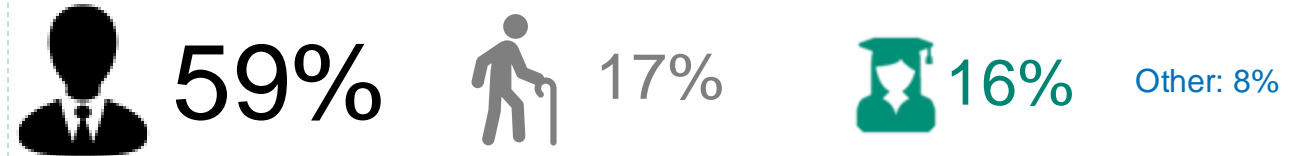
Respondent profile (n=1098)

Number of respondents per municipality or region

	n=		n=
Châteauguay	483	Montréal	111
Mercier	152	Le Richelain-Roussillon (Saint-Constant, La Prairie, Delson, etc.)	35
Beauharnois et Léry*	147	Rive-Sud (Verchères, Contrecoeur, etc.)	35
Sainte-Martine	47	Montérégie-Ouest (Saint-Rémi, Saint-Michel, etc.)	16
Kahnawake	29	Presqu'île (Vaudreuil, etc.)	9
Saint-Isidore	28	Autre	6

* Léry having only 17 respondents, their results were grouped with Beauharnois. Same thing with Valleyfield and their 11 respondents.

Occupation



59%






Type of client



Respondent breakdown according to campaign / media

	%	Nb of respondents
Transit	16%	174
Web banners	6%	68
Kahnawake mailing	0%	4
SEM	2%	28
Other (email, etc.)	40%	437
Association Horizon	2%	23
Léger focus group	33%	364
Total	100%	1,098

Incentives to use bus transit

The 5 major criteria*	Ranking of each criterion				
					
	Workers	Students	Retired	Exo clients	Non-clients
• Direct route, no transfer	1	7	3	3	1
• Better off-peak frequency (9 a.m. to 3:30 p.m.)	5	1	1	2	4
• Better peak frequency , morning (6 to 9 a.m.) and afternoon (3:30 to 6:30 p.m.)	3	2	10	1	5
• Transit time attractive compared to using car	2	6	2	4	2
• Access to transit at less than 5-minute walking distance from home	4	3	4	7	3
• Better schedule coordination with transfers	6	4	7	6	7
• Improved weekend frequency	8	5	5	5	8

* Respondents were asked to choose and rank 5 of 11 criteria.

Interpretation of results reads as follows: For workers, the number 1 incentive to use the bus service is having a direct route, with no need to transfer. The same criterion ranks in 7th place among students, students choosing improved off-peak frequency as their number 1 incentive.

Sectors where exo should focus on improving service

- **Municipalities inside of redesign territory: Châteauguay, Beauharnois, Mercier, Léry, Saint-Isidore, Sainte-Martine, Kahnawake**

Priority 1 for all

Service period priority

- **Morning peak period (between 6 and 9 a.m.)**

Number 1 choice of workers and students

- **Off-peak day service (between 9 a.m. and et 3:30 p.m.)**

Number 2 choice of students

- **Afternoon peak period (between 3:30 and 6:30 p.m.)**

Number 2 choice of workers



Peak period frequency

- Acceptable for more than 50% of respondents: **15 minutes**

Off-peak frequency

- Acceptable for more than 50% of respondents: **30 minutes**

Weekend and holiday frequency

- Acceptable for more than 50% of respondents: **30 minutes**



Walking time to bus stop

- Acceptable for more than 50% of respondents: **10 minutes**

Waiting time between transfers



- Acceptable for more than 50% of respondents: **10 minutes**



Service start, Monday to Friday

- Acceptable for more than half of respondents: **5 a.m.**

Service end, Monday to Friday

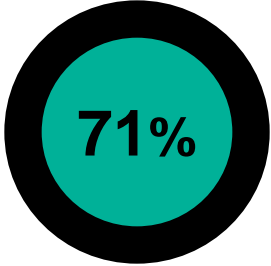
- Acceptable for more than half of respondents: **midnight**

Service start, weekends and holidays

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

Service end, weekends and holidays

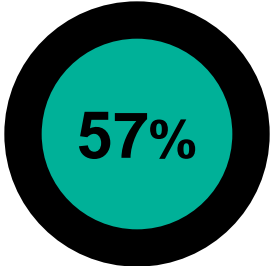
- Acceptable for more than half of respondents: **midnight**



71%

Walking time vs frequency

Longer walking time to get from your home to the bus stop, but **more frequent bus passages.**



57%

Walking time vs travel time

Shorter walking time to get from your home to the bus stop, but **longer bus ride.**

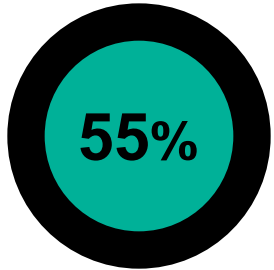
(In this scenario, the citizens of Sainte-Martine and Saint-Isidore preferred longer walks and shorter rides.)



65%

Walking time vs direct route

Longer walking time to get from your home to the bus stop, but **no need to transfer.**



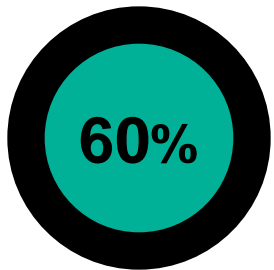
Frequency vs direct route

- **More frequent** bus passages, but necessitating a **transfer**.

(Choice of workers, students, current customers and citizens of Châteauguay, Kahnawake and Sainte-Martine)

- **Less frequent** bus passages, but no **need to transfer**.

(Choice of seniors, non-clients, and citizens of Mercier, Beauharnois, Léry and Saint-Isidore)



Travel time vs direct route

Longer bus ride, but no **need to transfer**.

(In this scenario, the citizens of Sainte-Martine preferred a shorter bus ride, with transfers.)






Consultation activities

Highlights








POP-UP CONSULTATIONS

LOCATION		DATES		TIME		NUMBER OF PARTICIPANTS	
	Mercier municipal library		April 30, 2024		4:30 p.m. to 8:30 p.m..		25
	Châteauguay terminus		May 1st, 2024				30
	Beauharnois community center		May 7, 2024				16



Profile of participants




OCCUPATION			USER Y/N		FREQUENCY	
 Student	 Worker	 Retired			Regular (once or several times a week)	Occasional (once a week or a few times per month)
17	36	18	59	12	32	30



Main needs heard at pop-up booths

Increase frequency in off-peak	Improve coverage of certain zones within the sector
Make schedules, transfers and fare system easier to understand	Add infrastructures (bus shelters, bike racks, etc.)
Improve punctuality of service	Improve travel time by creating a reserved lane on Mercier bridge

ON LINE CONSULTATION

DATE		TIME		NUMBER OF PARTICIPANTS	
	Wednesday May 9, 2024		7:30 p.m. to 9 p.m.		17



Main needs heard during online consultation

Increase peak and off-peak frequency	Increase number of lines and bus stops
Optimize the size of vehicles	Coordinate schedules and transfers more efficiently
Add infrastructures	Improve transit between municipalities






Consultations with stakeholders

Highlights



DISCUSSION GROUPS

DATES		TIME		NUMBER OF PARTICIPANTS	
	Monday, April 22, 2024		2:30 p.m. to 4 p.m.		15
	Wednesday, April 24, 2024		10 a.m. to 11:30 a.m.		9
	Friday, April 24, 2024		10:30 a.m. to 12:30 p.m.		19



Main needs heard in discussion groups

Increase local connections	Improve service to schools
Coordinate service with needs of businesses more efficiently	Improve service to Anna-Laberge hospital
Install bus shelters and safe bus stops	Improve network understanding through better communication