



**Votre voix
trace la voie.**

exo **mon réseau**

Key takeaways from the first phase of public
consultations on the bus service reconfiguration project

La Presqu'Île sector



Key takeaways

Consultations with stakeholders on the bus service reconfiguration

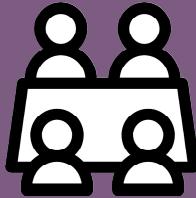
December 2021



Context and objectives

Consultations with stakeholders

Context



Before launching public consultations with citizens, exo wished to meet with stakeholders from major corporations, large traffic generators, institutions as well as community networks and local associations in the targeted sectors.

Objectives



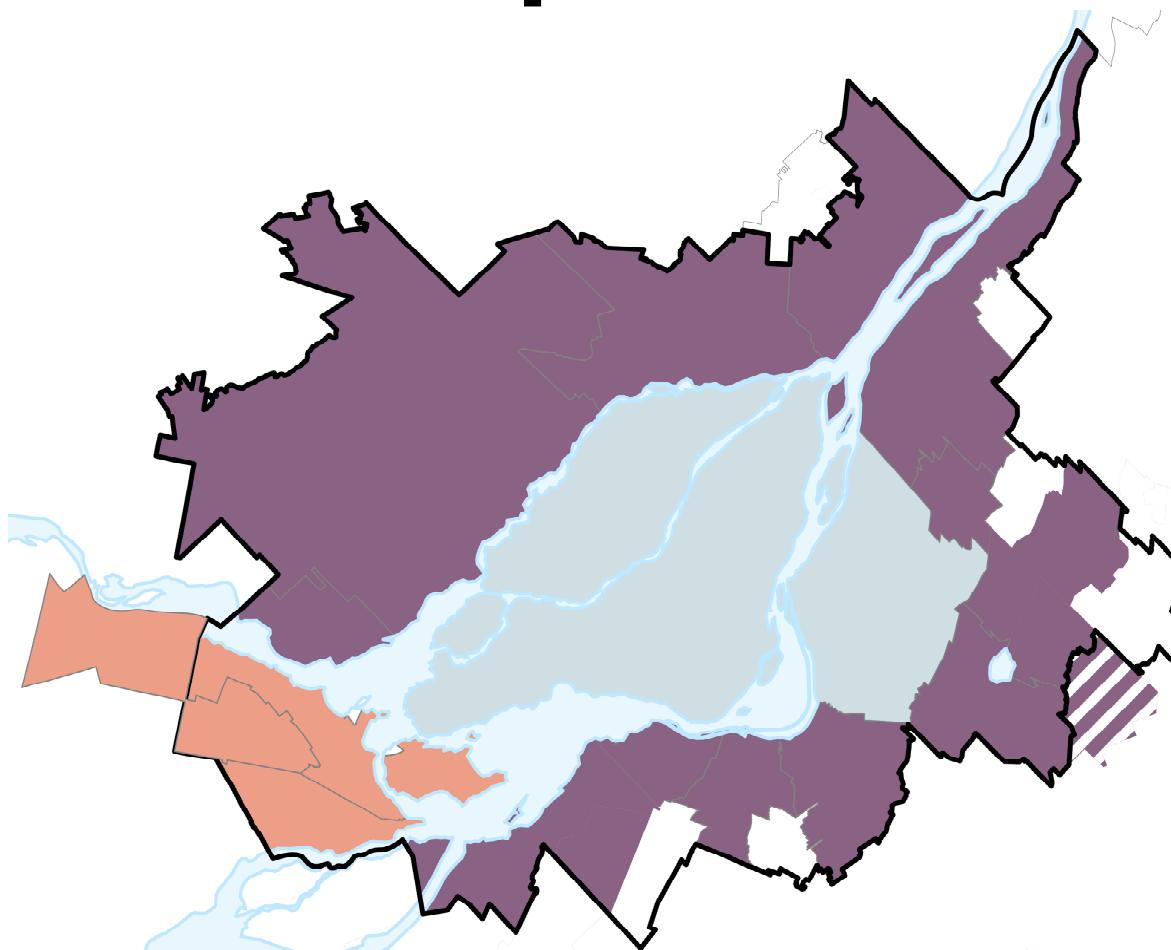
These pre-consultations were carried out to **better understand the public transit needs** of the different targeted sectors and to **note the responses of the stakeholders** we met.

3 online meetings



- › Socio-economic: Tuesday, June 15, 2021
- › Institutional: Wednesday, June 16, 2021
- › Community and associations: Thursday, June 17, 2021

Stakeholder details La Presqu'Île sector



Institutional domain:
12 participants

Socio-economic domain:
4 participants

Community and associations domain:
9 participants

Total participants: 25



What are the **main issues** facing citizens in the territory in terms of regular public transit by bus?

Institutional stakeholders	Socio-economic stakeholders	Community and associations stakeholders
<ul style="list-style-type: none">➤ Too many connections➤ Lack of inter-regional travel options	<ul style="list-style-type: none">➤ The REM doesn't go all the way to Rigaud➤ Lack of service restricts employee retention or promotes the use of private services	<ul style="list-style-type: none">➤ Lack of service to leisure centres➤ Buses are uncomfortable➤ Lack of inter-regional travel options➤ Lack of service to industrial parks and schools➤ Poor understanding of public transit in the region

Common issues

Insufficient frequency of certain bus lines, notably during peak periods.
Schedules do not meet the needs of hospital staff, students and industrial park employees. Travel time is too long.



What main possible solutions are proposed?

Institutional stakeholders	Socio-economic stakeholders	Community and associations stakeholders
<ul style="list-style-type: none">➤ Improve the comfort of buses as well as boarding and disembarking➤ Promote intermodality via financial resources, park-and-ride lots and bike parking➤ Set up partnerships with various hospital and educational structures➤ Survey users	<ul style="list-style-type: none">➤ Adapt public transit services to local employee needs➤ Plan schedules that adapt to industrial park workers' hours➤ Develop interconnections between municipalities in the territory and plan them for development projects➤ Encourage partnerships with stakeholders in the territory➤ Develop connection points on Highways 20 and 201.	<ul style="list-style-type: none">➤ Propose reserved lanes on certain routes and reduce travel time➤ Improve the comfort of buses, boarding and disembarking, and stops➤ Promote transporting bikes on buses and create reserved lanes➤ Educate citizens about using public transit

Common issues

- Increase the frequency of public transit
- Align with REM schedules
- Create direct routes
- Increase network service



What aspects would allow us to **improve the current network and promote** public transit use?



Institutional stakeholders



Socio-economic stakeholders



Community and associations stakeholders

- Apply for subsidies to encourage public transit use by employers
- Promote public transit use through incentives

Common issues

- Improve service coverage
- Adjust needs according to each clientele
- Make service more accessible, notably in terms of scheduling
- Raise awareness about public transit
- Create direct routes
- Make public transit more accessible



Key takeaways

**Online information and
consultation sessions**

September 2021



Context and objectives

Online information and consultation sessions



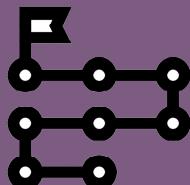
Objectives

- › Inform the public about the bus network reconfiguration project
- › Explain the online consultation process as well as the next steps in the consultation process
- › Generate informed, high-quality participation from citizens for the online consultations
- › Collect comments from participants and answer their questions



Date

September 14, 2021, at 7 p.m.



11 online participants

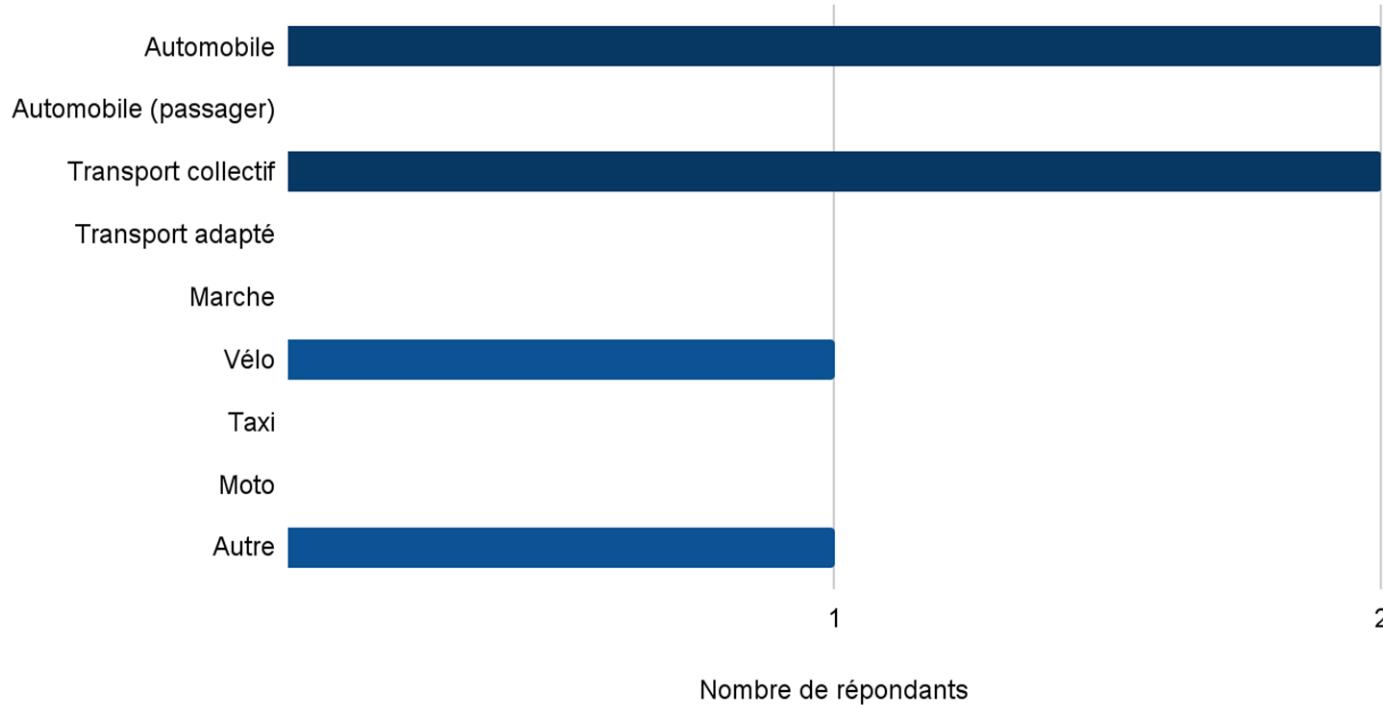
19 views

Session proceedings

- At this meeting, exo presented a brief portrait of the sector's current mobility situation, reminded participants of the public consultation timeline, and demonstrated the online consultation platform.
- In addition to these informative elements, participants were given the opportunity to take part in various interactive activities, the key points of which are presented in the following pages.
- The session also included a discussion and question period with exo professionals.

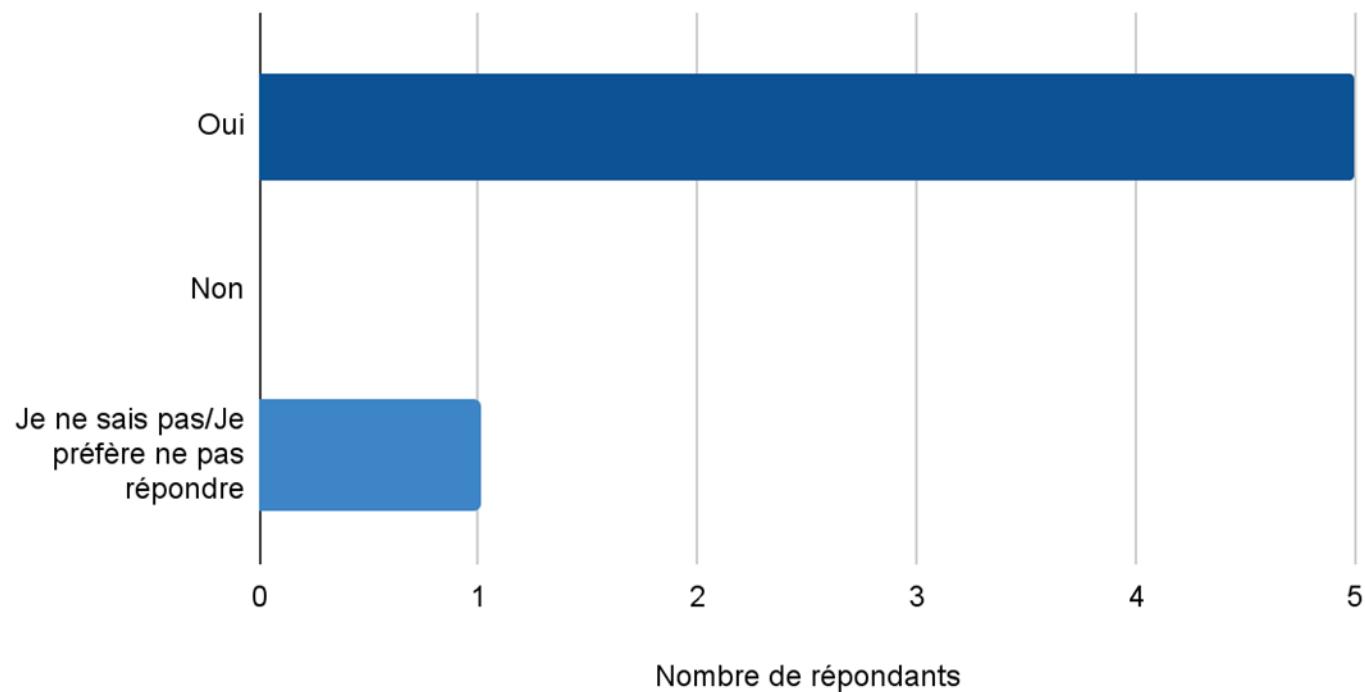
Mobility habits and experience

Quel est le mode de transport que vous utilisez le plus souvent?



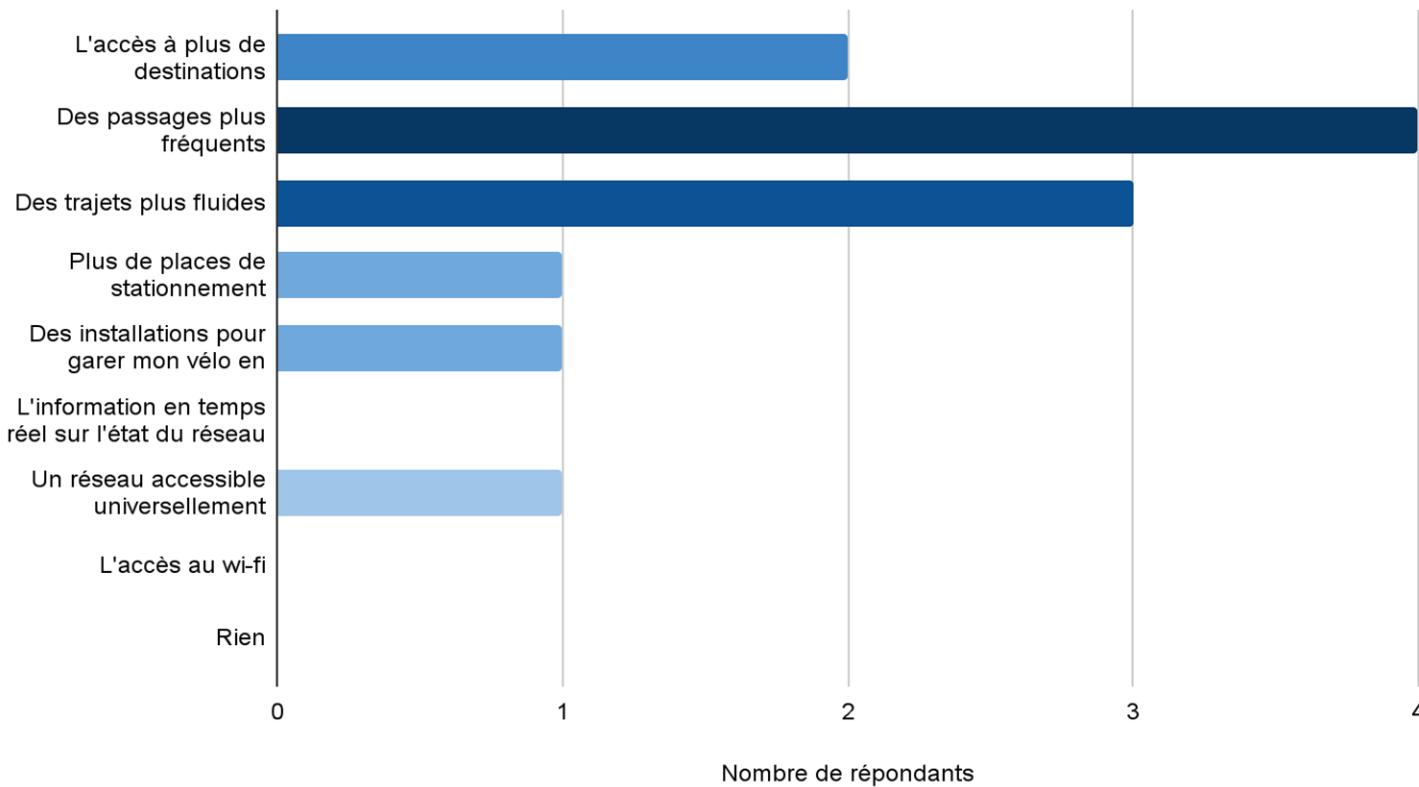
Mobility habits and experience (cont.)

Modifieriez-vous vos habitudes si vous aviez de nouvelles options de transport collectif ?



Attractiveness of public transit

Qu'est-ce qui ferait que vous utiliseriez davantage le transport collectif ?





Key takeaways

Web survey at
exo.quebec/monreseau

September 2021



Context and objectives

Online survey: exo.quebec/monreseau

Objectives

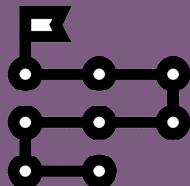


As part of the bus service reconfiguration, we created an online survey to ascertain the **needs and preferences** of the population to **form the basis** of our proposed service scenarios for these three sectors.

Data collection



- › September 13 to October 11, 2021
- › Maximum duration of questionnaire: 15 minutes

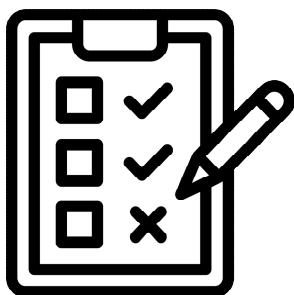


245 respondents

Network reconfiguration

Key takeaways

Criteria that promote public transit bus use



- Better service frequency during **off-peak periods**
- A public transit trip that is **faster than by car**
- **Extended service hours** (early morning, late evening)
- Good schedule **synchronization** for connections
- Better service frequency during **morning and afternoon peak periods**

Network reconfiguration

Key takeaways

exo should focus on providing service:



Priority
service
periods to
improve:

- **Within the La Presqu'île sector**
Choice 1 of students; choice 2 of workers
- **To downtown Montréal and surrounding areas**
Choice 1 of workers; choice 3 of students
- **To Western Montréal**
Choice 2 of students; choice 3 of workers

- **Morning peak period (before 9 a.m.)**
Choice 1 of workers; choice 2 of students
 - **Daytime off-peak period (9 a.m. to 3 p.m.)**
Choice 1 of students; choice 2 of workers

Network reconfiguration

Key takeaways

Limits and preferences

Service frequency during peak periods:

- › Acceptable to more than half of respondents:
15 minutes

Service frequency during off-peak periods:

- › Acceptable to more than half of respondents:
30 minutes

Service frequency on weekends and holidays:

- › Acceptable to more than half of respondents:
30 minutes

Up to **40 minutes** for students

Walk time to the bus stop:

- › Acceptable to more than half of respondents:
5 minutes
Up to **10 minutes** for students

Wait time between connections:

- › Acceptable to more than half of respondents:
10 minutes



Network reconfiguration

Key takeaways

Limits and preferences



Start of service, from Monday to Friday:

- › Acceptable to more than half of respondents:
5 a.m.

End of service, from Monday to Friday:

- › Acceptable to more than half of respondents:
11 p.m.

Start of service, weekends and holidays:

- › Acceptable to more than half of respondents:
7 a.m.

End of service, weekends and holidays:

- › Acceptable to more than half of respondents:
11 p.m.

Network reconfiguration

Key takeaways

Respondent preferences



Walk time vs. Frequency

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



Walk time vs. Travel time

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



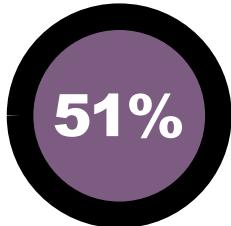
Frequency vs. Direct route

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

Network reconfiguration

Key takeaways

Respondent preferences



Frequency vs. **Direct route**

More frequent bus service, but which requires **a connection**.



Travel time vs. **Direct route**

A **longer** travel time on the bus, but which requires **no connection**.



Key takeaways

Interactive map

September 2021



Context and objectives

Online survey: exo.quebec/monreseau



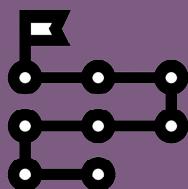
Objectives

As part of the bus service reconfiguration, we created an interactive map to **gather information about the concerns**, preferences and needs of public transit users and non-users and to **find new solutions** and recognize citizen priorities in each sector.



Data collection

September 13 to October 11, 2021



Contributors: 27

Pins: 52

Network reconfiguration

Key takeaways

Contributions focused on the following aspects:



Schedule



Frequency



Lack of service



Walking distance

Network reconfiguration

Key takeaways

- Vaudreuil-Dorion, Saint-Lazare, Île-Perrot and Notre-Dame-de-l'Île-Perrot were mentioned more than other municipalities.
- Scheduling issues focus mainly on 13 bus lines that offer no service beyond peak periods on weekdays or don't run on weekends.
- The lack of service calls for the creation or consolidation of direct or local lines in certain sub-sectors.
- The lack of frequency specifically concerns express bus lines.

Network reconfiguration

Key takeaways

Issues related to the number of connections are based on:



- › The amount of connections
- › Maintaining a direct link to a métro station
- › Connection with the future REM station
- › Redirecting lines that serve the REM
- › Connection with a ferry

Thank you for taking part!

exo