

exo mon réseau

Consultations for the bus service reconfiguration

In 2017, 14 separate public transit networks merged to create exo in order to improve the consistency of train, bus and paratransit service on Montréal's North and South Shores.

Over the past two years, our teams have worked hard to enhance operations and streamline practices throughout the network that exo serves, and we continue to make the adjustments required to stabilize the network while planning for the future.

Network guidelines: a new step completed

Following Phase 1 of the public consultations, we've completed a new step in the bus service reconfiguration process: the guidelines. Established for a period of 10 years, they will allow us to develop various service scenarios, which will be the subject of the second phase of consultations in fall 2020.

Defining the guidelines: a three-step process

1. Portrait

Following the public consultations and analysis of the mobility and clientele data, we developed a portrait of the needs, concerns and preferences of the population in the targeted sectors.

2. Diagnostic

We then created a diagnostic that notably took into account the development projects of the cities and other mobility partners, operational constraints, the existing service offer, and the level of customer satisfaction.

3. Analysis

The final step of the process: a SWOT analysis (strengths, weaknesses, opportunities and threats) of the current service offer.

The four network development guidelines for the Chambly-Richelieu-Carignan, Le Richelain and Roussillon sectors

Discover the four guidelines we've established as well as the actions that will shape them.

1. Convenient and easy commutes

Actions

- Maintain the strengths of the current network while addressing its weaknesses
- Provide access to the tools necessary to understand and properly use the network
 - › Create customer information tools that are simple and available in real time
 - › Establish better locations for the sales outlet network in the Chambly-Richelieu-Carignan sector
- Enable passengers to travel in comfort and safety
 - › Improve the bus terminals, train stations, park-and-ride lots and bus stops, and provide transportation service that meets demands

2. Bus service that meets your needs

Actions

- Allow users to travel whenever and wherever they want
 - › Provide east-west service in the South Shore
 - › Improve service to Longueuil, Brossard, Saint-Jean-sur-Richelieu and the most-used destination sectors
 - › Provide service during off-peak hours (day, night and weekend)
 - › Improve service links and standardize transit fares for the Le Richelain and Roussillon sectors
 - › Improve coverage in the Chambly-Richelieu-Carignan area

3. Efficient service to downtown Montréal

Actions

- Provide frequent and efficient routes as well as direct access from home to Réseau express métropolitain (REM) stations
- Maintain train service on the Candiac line for the Le Richelain and Roussillon sectors

4. Transit options adapted to your situation

Actions

- Provide transit solutions that don't require using park-and-ride lots
 - › Plan efficient connections or direct routes from home to the REM and Longueuil
 - › Provide transit options that allow users to access bus terminals and train stations
- Give users access to combined transit options
 - › Integrate active modes of transportation (walking, cycling, etc.) with exo's service offer
 - › Work with cities to develop an approach to urban planning that is friendly and safe and that encourages alternative modes of transportation to access public transit
 - › Provide transit options for less-frequented neighbourhoods