



PRESS RELEASE

FOR IMMEDIATE RELEASE

IMPACTS OF REM WORK

EXO CAN NOT GUARANTEE PUNCTUALITY ON THE DEUX-MONTAGNES AND MASCOUCHE LINES

Meanwhile, three train lines achieved 100% punctuality during the week of July 8 to 14: Mont-Saint-Hilaire, Vaudreuil-Hudson and Saint-Jérôme.

Montréal, July 17, 2018 – Since last June 25, trains on the Deux-Montagnes and Mascouche lines must use a single track between the Montpellier station and the Mont-Royal tunnel entrance. The **exo** teams must deal with this major operational restriction to allow performance of work on the Réseau express métropolitain (REM) by CDPQ Infra.

In this context, **exo** no longer has the necessary leeway to guarantee the punctuality of its trains on the lines affected and is seeking fare relief for its customers taken hostage on its own network.

A bottleneck

Previously, trains could use two parallel tracks in this very busy sector, which simplified coordination of passing and oncoming trains and at the same time ensured better traffic flow. Today, when a train is affected by an event, such as a mechanical problem, signalling or a medical intervention on board, all the oncoming and following trains are likely to be delayed, because they must pass through the same single-track bottleneck on staggered schedules. On a single track, **exo** thus no longer has the leeway it had with double tracks to respond to unpredictable situations.

We must also point out that the REM's work is being performed on a track that is always in service and that serves several thousand users a day, a first for **exo** and for the REM project office.

Exo understand and shares its customers' frustration

Exo understands and share its customers' impatience and is doing everything in its power to limit the impacts related to the REM project, despite the major operational constraints that oblige the teams to make painful choices every day. In this regard, **exo** is working closely with the REM project office to allow construction of this new transportation network, with the aim of the complete transformation of the Deux-Montagnes line.

Exo is collaborating with the Autorité régionale de transport métropolitain (ARTM) on the deployment of mitigation measures for customers severely affected by the REM's work, particularly a form of fare relief.

The MR-90 cars using the Deux-Montagnes line remain fragile

During the public release of its Action Plan last March, **exo** reminded the public of the fragility of the Deux-Montagnes line, which has not benefited from any investment in infrastructure and rolling stock in the past 23 years. A mechanical and electrical upgrade of the MR-90 cars was initiated. But since all the rolling stock is used at maximum capacity, the crews can only withdraw a limited number of cars from service at a time to perform the work. This means that cars requiring repairs must be kept in service on the network.

Faced with this restriction and the constraint of the single track, the **exo** crews, no matter how dedicated, are no longer able to offer performance that meets the requirements of **exo** and its customers.



PRESS RELEASE

FOR IMMEDIATE RELEASE

About exo

Since June 1, 2017, **exo** has operated regular public bus and train transit services, including paratransit services for disabled persons, within the Communauté métropolitaine de Montréal (82 municipalities), the Kahnawake community and Ville de Saint-Jérôme. The **exo** network includes 6 train lines, 62 stations, 237 bus routes, 52 taxibus routes, 71 park-and-ride lots with 27,500 spaces, as well as 3,500 bike spaces. **Exo** is the second largest public transit operator in Greater Montréal. In 2017, it provided almost 45 million passenger rides, including 20 million by train, 24 million by bus and 675,000 by paratransit. exo.quebec

-30-

Media information:

Caroline Julie Fortin
Advisor – Media Relations and Public Affairs
Tel.: 514-287-2464, extension 4057
medias@rtm.quebec

Elaine Arsenault
Advisor – Media Relations
Tel.: 514-287-2464, extension 4057
medias@rtm.quebec