

THE FUTURE OF PUBLIC TRANSIT

for the Greater Montreal Area

VISION

2020



AGENCE MÉTROPOLITAINE
DE TRANSPORT

STRATEGIC
DEVELOPMENT PLAN
FOR PUBLIC TRANSIT

ABOUT THE AMT

MISSION

Make commuting easier by promoting the use of public transit

MAIN AMT MANDATES

Design and develop metropolitan facilities

Establish or modify the metropolitan bus network

Increase the efficiency of road corridors

Play an integrative role in the planning, development, financing and promotion of public transit

Plan metro extension projects and other rail-based modes

Operate the commuter rail network

AMT TERRITORY



15 transit organizations

12 para-transit agencies

83 municipalities and
the Kahnawake Mohawk
Reserve

4,000 km²

AMT FACILITIES

FACILITIES

5 train lines: 16.8 million trips per year

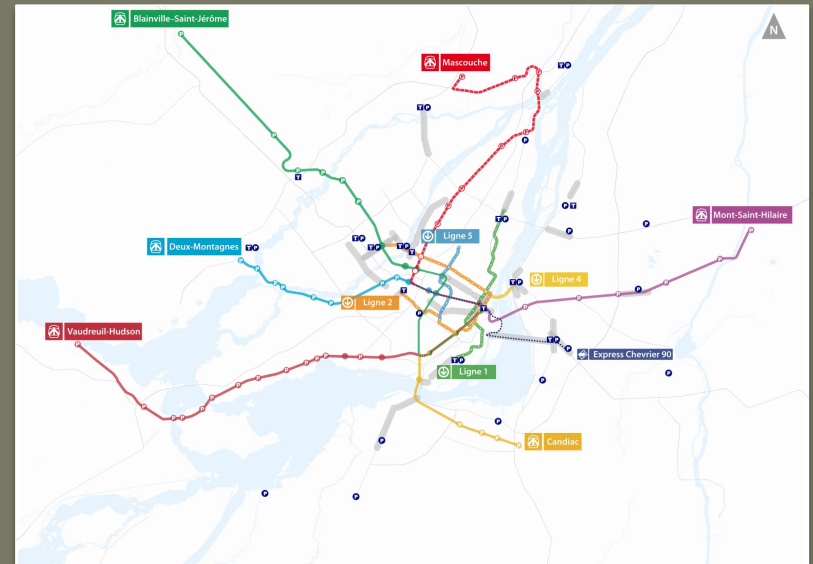
51 stations

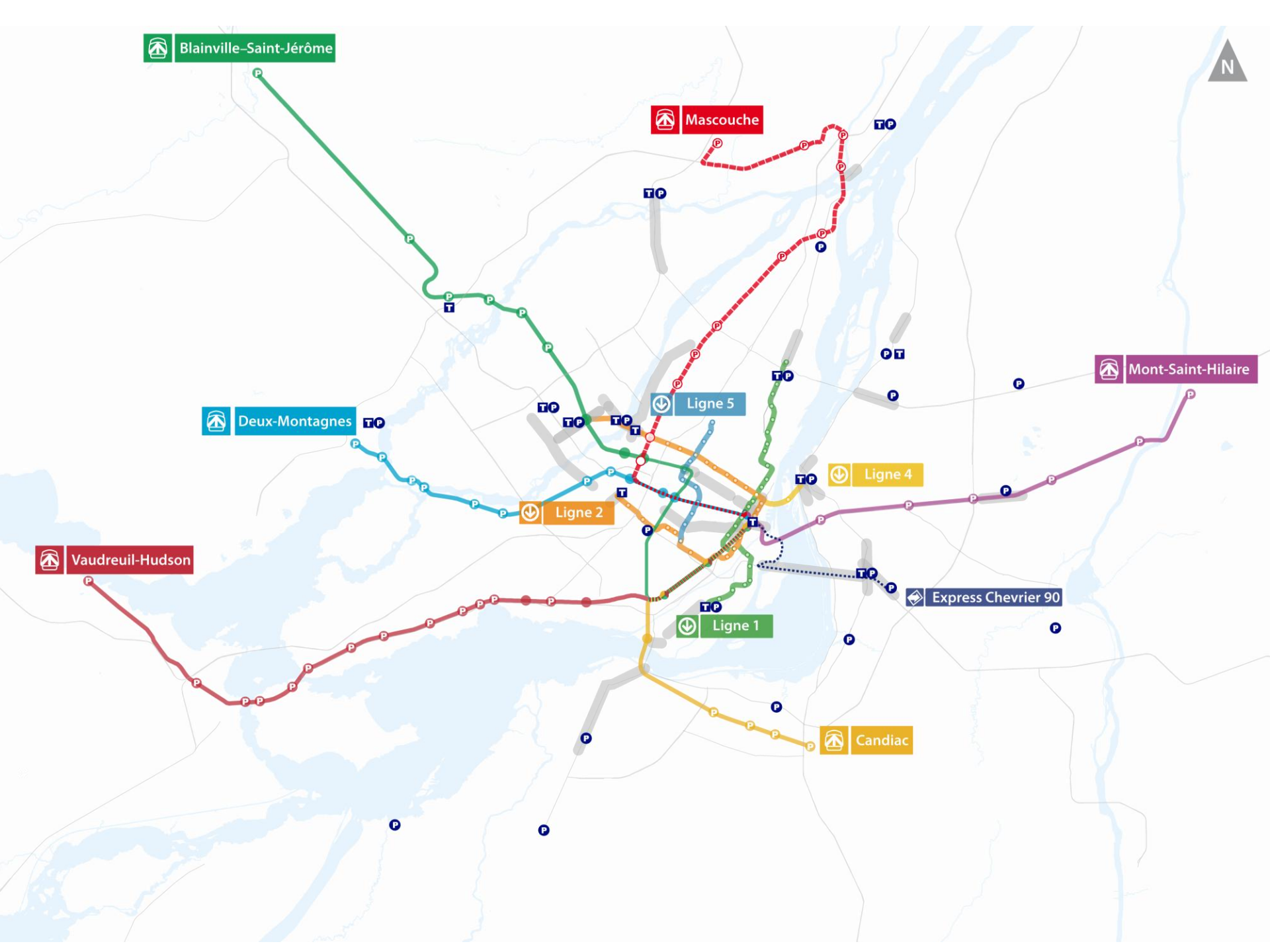
16 terminals

29,659 parking spaces

2,840 bicycle parking spaces

333 parking spaces for carpoolers





CHALLENGES

QUALITY OF SERVICES OFFERED TO CUSTOMERS

Travel times, ease of access to the network and service frequency: the most influential factors in determining whether or not people use public transit

The network of reserved lanes is incomplete and bus service performance is frequently affected by traffic congestion

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IMPORTANCE

-



VISION

FOR METROPOLITAN
PUBLIC TRANSIT

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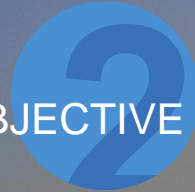
Facilitate customer travel and enhance the quality of life of the region's citizens

OBJECTIVE



Easier trips for
our customers

OBJECTIVE



Public transit for
a better quality of life

OBJECTIVE



A rapid, multi-modal
metropolitan transit network



TARGETS 2020

2020 TARGETS

Access to train stations

% of commuter train users who will get to the train station by walking, cycling, or by bus

38%

50%



2011



2020



Trips

Annual public transit ridership in the Greater Montreal Area

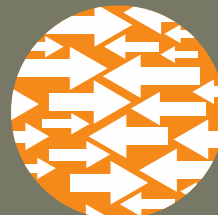
480 M

640 M

+ 33%



2011



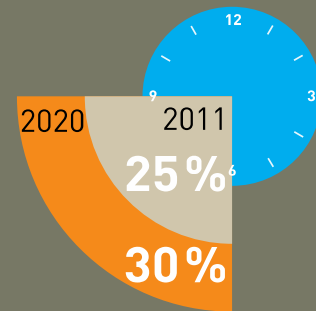
2020



Market share

Of public transit during the morning rush hour

- 180,000 cars



TARGETS 2020

2020 TARGETS

Reserved lanes and transit signal priority measures for buses

Length of metropolitan reserved bus lane network

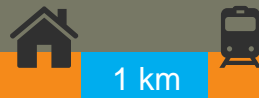


Accessibility

30% of residents will have access to a metro or train station within 1 km of their homes, compared to 24% today, and 80% within 5 km, versus 72% today

2011  24%

Future  30%

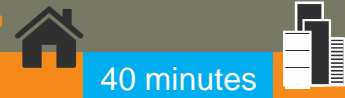


Speed

40% of residents will have access to the downtown area in less than 40 minutes, compared to 30% today, and 70% in less than 60 minutes, versus 63% today

2011  30%

Future  40%





OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

INTERMODAL LOGIC

Active modes of transportation:
Create attractive facilities

- Improve facilities for cyclists at stations and terminals (bike parking, bike paths)
- Improve the safety of pedestrians (priority lights, reserved roads)
- Provide safe storage for bikes by 2020

Over
2,940
bike parking spaces on
the AMT network in 2012





OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

INTERMODAL LOGIC

Feeder buses: Optimize infrastructure

- Optimize facilities to increase the capacity of bus platforms
- Improve bus access to our facilities (bus loops, platforms, priority lights, reserved entranceways, etc.)

Over

12%

of customers travel to
train stations by
public transit



OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

INTERMODAL LOGIC

Shifting people from cars to transit:

Expand park-and-ride facilities in areas that have insufficient capacity

- Continue expanding park-and-ride facilities in areas that have insufficient capacity
- Encourage carpooling by identifying reserved spaces
- Develop a deployment strategy

Over

70%

of park-and-ride lots are
over **75%** full



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LE COVO



OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

A COMMON APPROACH

Service quality:

Improve overall service quality

- Define customers' needs
- Identify key service quality components
- Adopt common principles regarding service
- Establish a measurement process

15

transit organizations,
one shared commitment to
customer satisfaction



OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

INTERMODAL COORDINATION AND INFORMATION

Intelligent transportation systems:
Improve service coordination

- Share information
- Tracking systems (GPS, RFID)
- Detect service disruptions

Nearly
40%
of the region's customers
use more than one mode
of public transit during
a single trip.

Decision making: Improve processes



MAKING TRIPS EASIER FOR OUR CUSTOMERS

INTERMODAL COORDINATION AND INFORMATION

Service status: Develop a real-time
information system

- Promote the development of integrated systems capable of providing information
- Provide an information portal that covers all services
- Continue the installation of information dissemination systems
- Decrease waiting times (real and perceived)

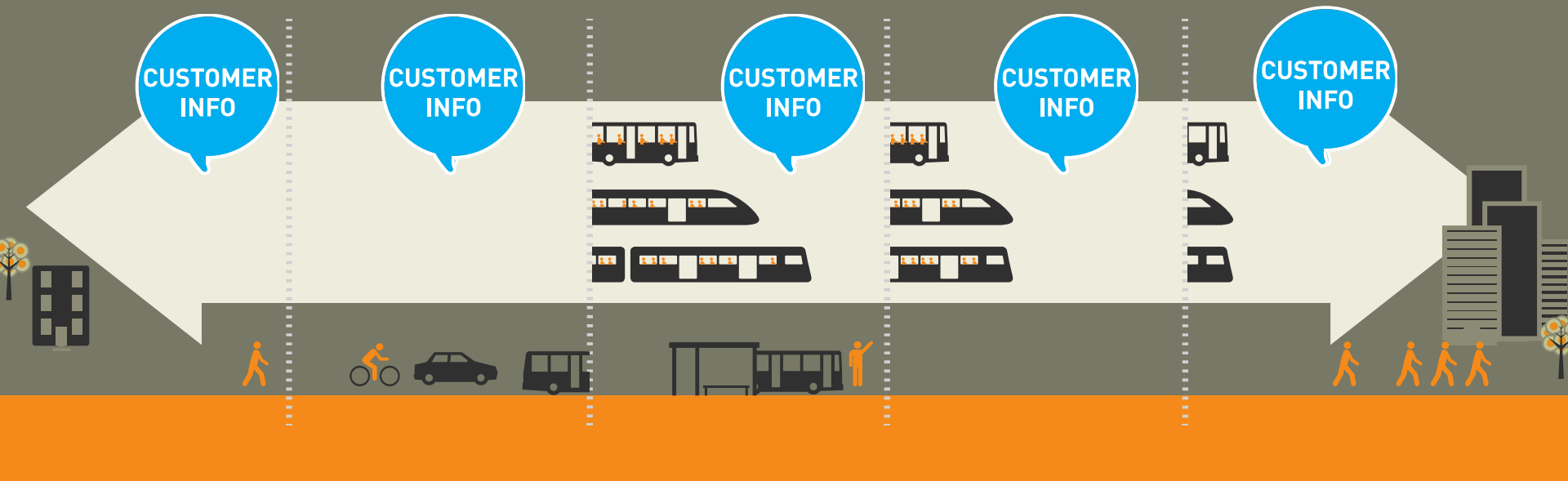
Nearly
480 million
public transit trips in 2011

TARGETS 2020

2020 TARGET

Harmonized and synchronized transit services

Commuter information that is available everywhere in real time





OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

**A FARE PAYMENT SYSTEM THAT IS BETTER
SUITED TO OUR CUSTOMERS' NEEDS**

Integrated fare scheme: Simplify the transit
pass categories

Simplify the purchase of transit fares
using new technologies

Nearly

700

different fare types
in the metropolitan area.



A woman with dark hair, wearing a dark jacket and a patterned scarf, is standing at a transit station. She is interacting with a fare machine, inserting a card. The background shows a blue wall with a large white 'C' logo and a glass door.

OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

**A FARE PAYMENT SYSTEM THAT IS BETTER
SUITED TO OUR CUSTOMERS' NEEDS**

Creation of a metropolitan fare forum
bringing together all of the players involved

Nearly

700

different fare types
in the metropolitan area

OBJECTIVE

MAKING TRIPS EASIER FOR OUR CUSTOMERS

SIMPLIFY TRIPS BY TRAIN

Agreement: Combine trips by train and commuter train quickly and easily

- Simultaneously reserve AMT and Via Rail tickets
- One single transaction
- Simplified connections at Central Station

16.8 M

trips on the AMT network
in 2011



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