**MOBILITY ANALYSIS**

**Performance and resilience**
- Congestion
- Public transport reliability
- Transport safety
- Integrated and shared mobility
- Air quality

**Vision and leadership**
- Vision and strategy
- Investment
- Innovation
- Regulatory environment
- Environmental sustainability initiatives

**Service and inclusion**
- Public transit supply
- Transport affordability
- Versatility
- Customer satisfaction
- Accessibility

**FUTURE OF MOBILITY CAPABILITY**
- Montreal
- Significant work to do
- Passive environment, a number of barriers
- Proactive environment, some barriers
- Proactive environment, few barriers

**STRENGTHS**
- Rated one of the greenest and most extensive public transportation systems in North America.
- Extensive infrastructure modernization program underway; will result in a state-of-the-art system.
- Avid adopter of new modes of transport; bike- and carsharing programs are quite popular.

**CHALLENGES**
- Significant traffic congestion due to on-going public works programs and repair of road systems.
- Bus fleet is old and frequently down for repairs, which contributes to unreliable service, pushing people into cars.
- Scheduling and payments across modes of transport are not well integrated.
Key focus areas to improve city mobility and realize the Future of Mobility:

- Improve integration across transport modes, including ticketing and timetables
- Leverage vibrant start-up community to improve transit planning, real-time analytics, and incident management
- Improve transparency and accountability of planning for major projects

MOBILITY ANALYSIS FURTHER DETAILS:

Performance and resilience

Aging infrastructure, increased number of motorists on the road, and ongoing large-scale public works programs make congestion a particular problem in the region. These issues are expected to continue through 2022.

- The average commuter spends over 145 hours annually in congestion because of road repairs, the construction of the REM (Réseau express métropolitain) light-rail system, and heavy snowfall during the harsh winters.
- Traffic-related fatalities are low but have been rising. To address this, municipal authorities are lowering city speed limits, installing priority lights for cyclists, and experimenting with more innovative approaches such as the ‘3D’ crosswalks painted in Outremont.
- The Greater Montreal region has one of the highest usage rates of carsharing services in North America. Its popular bikesharing program, Bixi, has seen increasing use each successive year.

Vision and leadership

City government has ambitious long-term plans to upgrade, expand, and integrate transport infrastructure—and are seeking the funding to see it through. Key strategic priorities include improving customer experience, strengthening governance and financing, and mobilizing talent.

- Montreal is a finalist for the CAD$50 million Smart Cities grant and its plan largely focuses on transport. A main project is an integrated journey planning and payments app for most major transport modes, an area where the city has been behind its peers.
- Montreal suburb Candiac has become Canada’s first smart city with a focus on sustainability and livability. The city has created the Institute on Electrification and Intelligent Transportation to promote intelligent solutions to transport issues.
- Major ongoing public transit projects include the CAD$86.3 billion (USD4.8 billion) REM light-rail system and the Pie-IX bus rapid transit (BRT). These will significantly expand the system’s reach and capacity, but will cause passenger disruption and congestion for the next few years.

Service and inclusion

Montreal has one of the largest public transit networks in North America, offering affordable transportation across multiple modes. However, the bus network’s reliability and prioritization of services could be improved. Accessibility for the disabled population is also a priority area.

- The STM buses in Greater Montreal break down two to three times more often than their counterparts in Toronto. Ridership on the city’s buses declined by more than 13 percent over the last five years. The city plans to make its bus fleet all-electric by 2025.
- The STM aims to improve disabled accessibility of the public transit system. The plans include equipping all buses with ramps by 2025 and bringing the number of elevator-equipped stations from 13 to 32 by 2022.
- In 2017, ARTM launched a mobile application, ‘Chrono’, to provide commuters with real-time information on its commuter trains and buses. Plans to extend the services across other modes in the Greater Montreal region are due to complete by December 2019.

SUMMARY

Montreal has one of the largest metropolitan transport systems in North America and is also a leader in active transportation, with one of the highest mode shares for cycling in North America. Yet ridership growth has been outstripping transport supply, resulting in overcrowding on the metro and congestion on the roads. The city has embarked on several long-overdue expansion efforts across modes: roads, including the Pie IX BRT; new light rail lines; and an expansion to the subway system.

Montreal has shown itself to be open to new modes of transport. It was an early adopter of both bike- and carsharing programs. It has, however, been slower to integrate its multiple modes into a single seamless offering. As demonstrated by its submission to the Canada Smart Cities Challenge, this is something it intends to address in the coming years.

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About the Deloitte City Mobility Index

The Deloitte City Mobility Index reviews major cities on key aspects of mobility and the resulting relationship to economic performance. Drawing on publicly available data, client conversations, and bespoke Deloitte analyses, we assess each city’s ability to transport its citizens both now and in the future and therefore its potential to bring prosperity to the city.

As we receive feedback, we will update and expand the analysis, which may mean the results shown in this document may change.

For the full interactive index, visit the Deloitte City Mobility Index at

For Deloitte’s insights on the Future of Mobility, visit

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