

What were the impacts of the closure of the Blue Line on users' perceptions of transit?

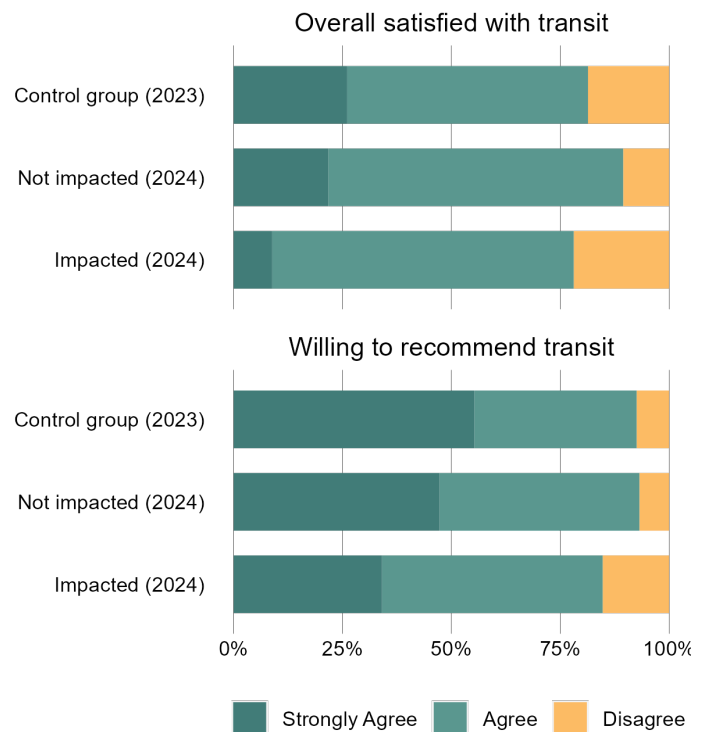
The Issue

On October 4th, 2024, three stations at the eastern end of Montréal's Blue Line were closed, resulting in a seven-day service disruption. To evaluate the impacts of the closure on user perceptions, we conducted a bilingual online survey advertised on social media, targeting blue line users (N = 655). These survey results were compared with a similar sample from a baseline survey conducted in 2023 (N = 161). Using a treatment and control approach, we model the effects of this disruption on blue line users' overall satisfaction with Montréal's transit system and their willingness to recommend transit services, both predictors of continued ridership.

Findings

- Generally, levels of transit satisfaction among metro users have not changed between 2023 and 2024.
- In 2024, those impacted by the closure are significantly less satisfied with transit compared to those who were not.
- Although the closure decreased satisfaction, those who perceived STM to provide suitable alternatives remained satisfied with transit.
- Levels of willingness to recommend transit services declined between 2023 and 2024.
- In 2024, blue line users' impacted by the closure became less willing to recommend transit than unaffected users.

Impacts of the closure on satisfaction and willingness to recommend transit



Conclusion

Our findings show the immediate negative effects of the Blue Line on transit satisfaction and willingness to recommend transit services among those impacted by the closure compared to those who were not.

Policy Recommendations

The effects of the closure can be mitigated by providing reliable and suitable transit alternatives, as well as by widely communicating their availability across the region.