

How has public transit commute satisfaction changed in Montreal over time?

The Issue

In Montréal, transit ridership is still at 80% of pre-pandemic levels. Transit agencies have adapted to the loss of fare revenue by making cuts in service, which have impacted the experiences of many of those relying on transit services. As transit satisfaction is an important predictor of someone's willingness to keep using and to recommend transit, it is important to understand how satisfaction levels have changed to help retain and recover ridership. To do so, we explore changes in commute trip satisfaction by three public transit modes (bus, metro, and commuter train) between 2019 and 2023 using data from the Montréal Mobility Survey.

Findings

- For those using bus and commuter train service, satisfaction levels have not significantly changed over time.
- After an increase in satisfaction in 2021 and 2022, satisfaction with metro services has returned to pre-pandemic levels.
- In 2022, about 97% of riders were satisfied with their metro ride compared to 91% in 2023.
- In general, transit satisfaction is decreasing, returning to pre-pandemic levels.

Changes in commuter trip satisfaction over time



Policy Recommendations

- » Identify factors leading to a decrease in satisfaction levels across the region to understand what service interventions are required to keep riders satisfied.
- » Track changes in satisfaction over time to make informed decisions about transit development, funding allocation, and long-term strategic planning, given that positive perceptions of transit service can encourage support for the development of new transit infrastructure.