

TRANSCOLLINES

Annual report 2022

APPROVED AT THE ORDINARY MEETING OF THE BOARD
OF DIRECTORS AND TABLED AT THE AGM

MARCH 29th, 2023



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OUR MISSION

Transcollines is committed to ensure sustainable mobility within the MRC des Collines-de-l'Outaouais as well as contributing to its development within rural Outaouais community.

IT RESTS ON **TWO BASIC VALUES**

1 QUALITY AND PROXIMITY
service for its users and for the community.

2 MOBILITY
as a lever for the sustainable development of local communities.



A WORD FROM THE PRESIDENT AND THE MANAGEMENT TEAM

It's with great satisfaction that we present the year 2022 results, which was marked by the continuous development of our services and by the gradual return of our users to our various services.

After two years shaped by the pitfalls of the pandemic, significant changes in travel habits and funding challenges, Transcollines stands out as a resilient leader in the public transportation industry.

The least we can say is that Transcollines has got a lot of attention with the introduction of a new on-demand transit service, corroborated by media coverage and by many lively discussions with municipal and business partners.

Furthermore, we have received many invitations from counterparts to present our innovation, and reference requests from various North American networks concerning the used technologies.

Locally, the soft launch of the new service has allowed us to have constructive conversations

with users, residents of the territory and numerous employers looking for workforce shortage solutions.

We believe that transforming our services is necessary for the revival of public transit in rural regions and that it's an important part of the local response to climate change.

Three key elements made this transition possible: the introduction of highly effective communication tools; the commitment of a competent team ready to answer any question, whether it's to clarify the new service features or to explain the strategic choices; and finally, an exemplary customer service dedicated to answering many requests and inquiries.

2022 was also a year of renewed collaboration with important development players such as the National Capital Commission and Tourisme Outaouais. The popularity of the free shuttles to Gatineau Park during the summer and during Fall Rhapsody weekends, as well as the discovery tours to the Hills, are perfect examples of the excursionists coming back to discover, explore and enjoy the region. Transcollines also got involved in regional

social inclusion by distributing free summer bus passes to high school students and by offering transportation to the newly arrived Ukrainian refugees in the Hills.

The New Year promises to be filled with many improvements as we continue the transformation of our transit network, developing new tools for users, expanding the customer service team, and working on governance changes and mergers of services.

We would like to thank all our employees and board members for the achievements over the past year. We also want to say thank you to our partners for their trust and to our suppliers for their flexibility through all these transformations.

We wish you a pleasant reading!



Francis Beausoleil, President
Régie intermunicipale de transport
des Collines



Julie Phaneuf, President
Transports adaptés et collectifs
des Collines



Simon Ouellet, General director
Transcollines

TRANSCOLLINES OFFERS FOUR DIFFERENT SERVICES



Regular public transit
service with set routes
and schedules



On-demand public transit
with flexible routes
and schedules

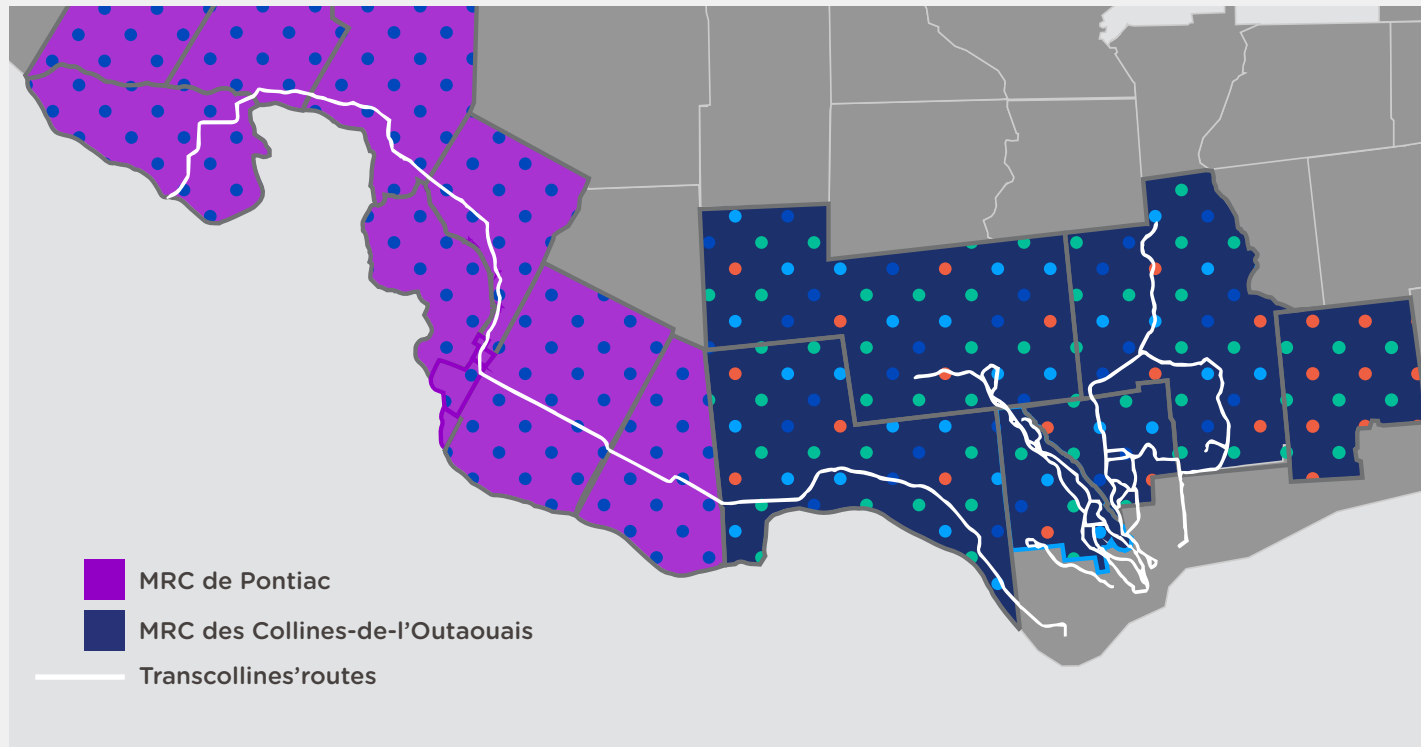


Rural transit
service for the specific needs
public transit is unable to meet



Paratransit
service for persons in
situation of handicap

TERRITORIAL COVERAGE | BY SERVICE CATEGORY



Regular public transit



Regular public transit
On-demand public transit
Rural transit
Paratransit



Rural transit
Paratransit

SERVICE IMPROVEMENTS

Number of regular public daily transit



+ 18 daily passages on weekends

* The service had to be reduced in regard of the pandemic

SERVICE USAGE | USERS

Regular public transit



2020*  467 users

2021  279 users

2022  343 users

* The calculation method has been revised

On-demand public transit



2022*  377 users

* For the months of October to December

Rural transit



2020  5 497 users

2021  650 users

2022  425 users

Paratransit



2020  383 users

2021  421 users

2022  321 users

Total number of users



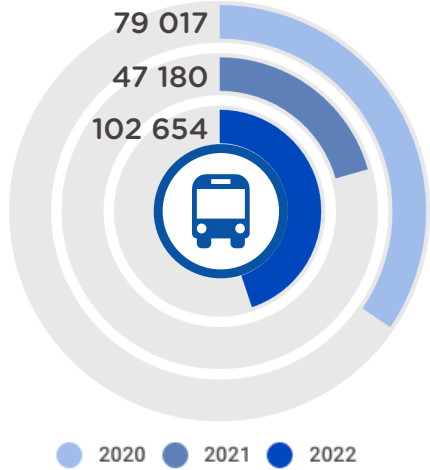
2020  6 347 users

2021  1 350 users

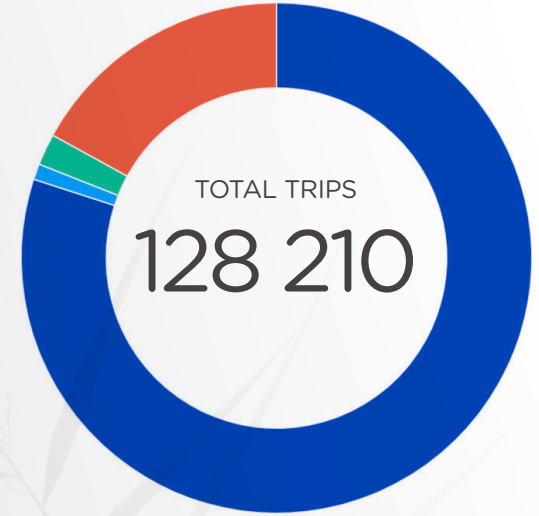
2022  1 466 users

SERVICE USAGE | TRIPS

Number of trips
Regular public transit



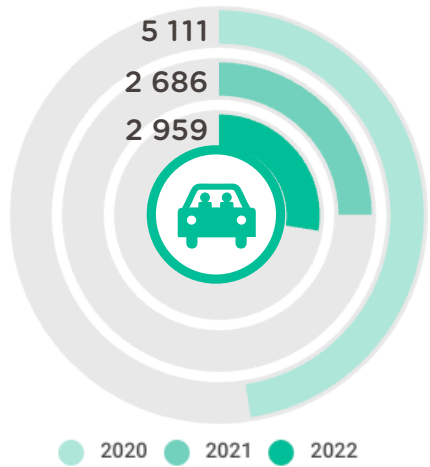
Number of trips
On-demand public transit



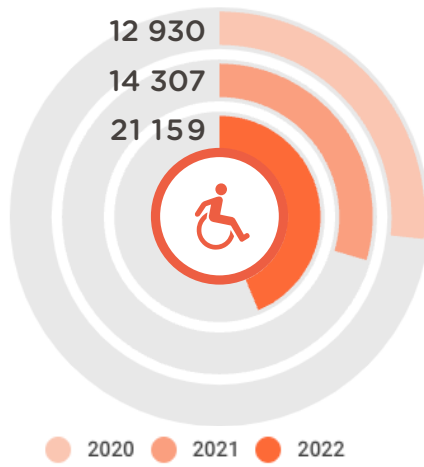
Number of trips **per services**

- Regular public transit **80%**
- On-demand public transit **1%**
- Rural Transit **2%**
- Paratransit **17%**

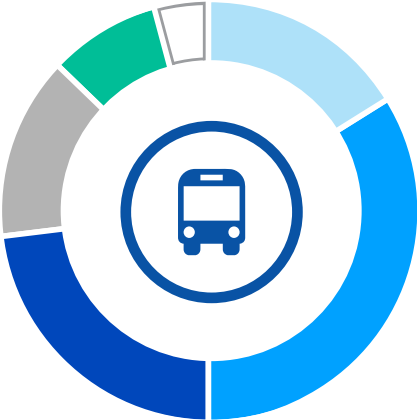
Number of trips
Rural transit



Number of trips
Paratransit

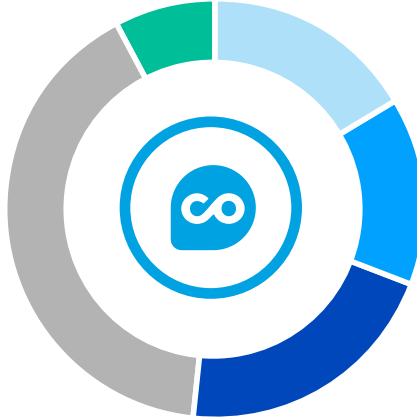


SERVICE USAGE | PER MUNICIPALITY



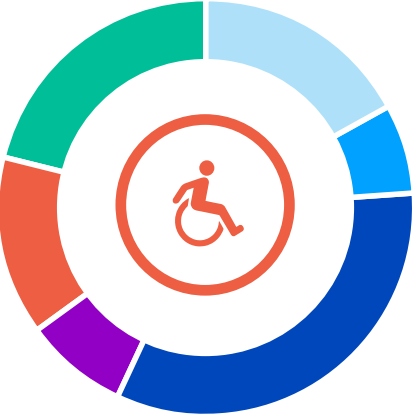
Regular public transit users

- Cantley 15.2%
- Chelsea 32.1%
- La Pêche 21.6%
- Gatineau 13.4%
- Val-des-Monts 8.2%
- Autre 3.7%



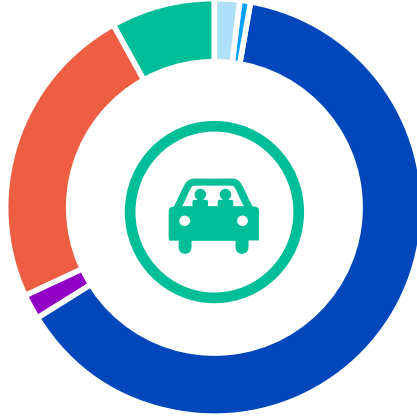
On-demand public transit trips

- Cantley 16.6%
- Chelsea 14.5%
- La Pêche 20.7%
- Gatineau 40.6%
- Val-des-Monts 7.6%



Paratransit trips

- Cantley 17%
- Chelsea 7%
- La Pêche 33%
- L'Ange-Gardien 8%
- Pontiac 14%
- Val-des-Monts 21%



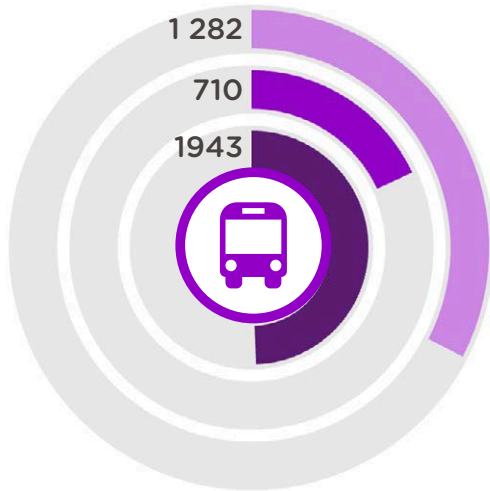
Rural transit trips

- Cantley 2%
- Chelsea 1%
- La Pêche 64%
- L'Ange-Gardien 2%
- Pontiac 24%
- Val-des-Monts 8%

THE 910 LINE | IN NUMBERS

SERVICE USAGE TRIPS

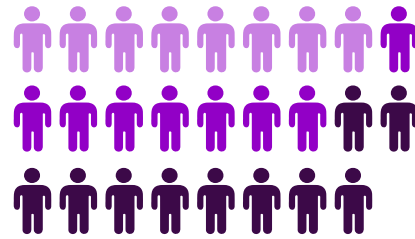
Number of trips
Regular public transit



● 2020 ● 2021 ● 2022

SERVICE USAGE USERS

Number of users
Regular public transit



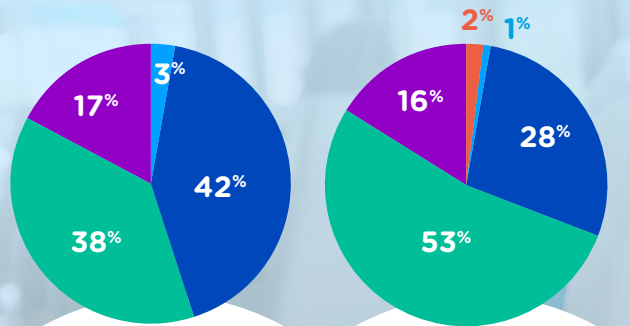
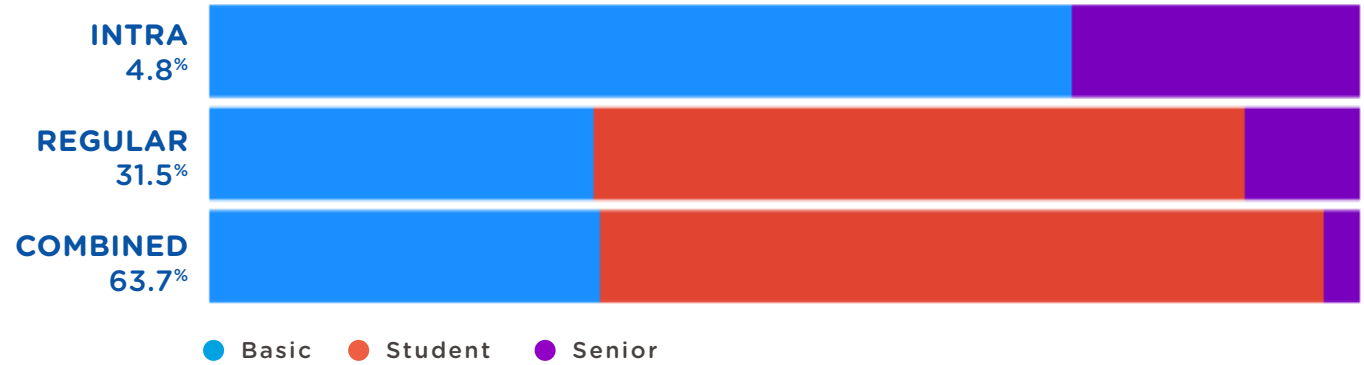
2020 ● 8 users

2021 ● 8 users

2022 ● 10 users

CLIENTELE

USERS ACCORDING TO THE TYPE OF MONTHLY SUBSCRIPTION

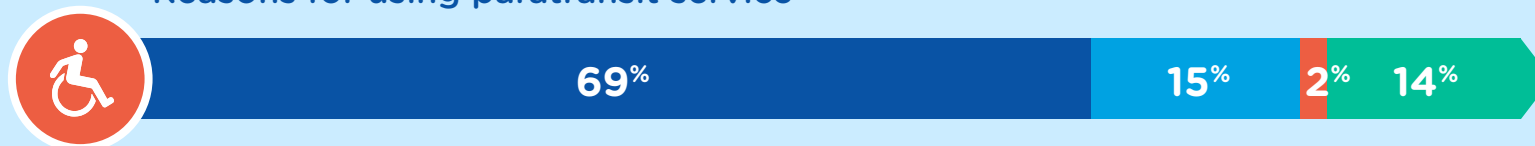


PARATRANSIT USERS AGE RURAL TRANSIT

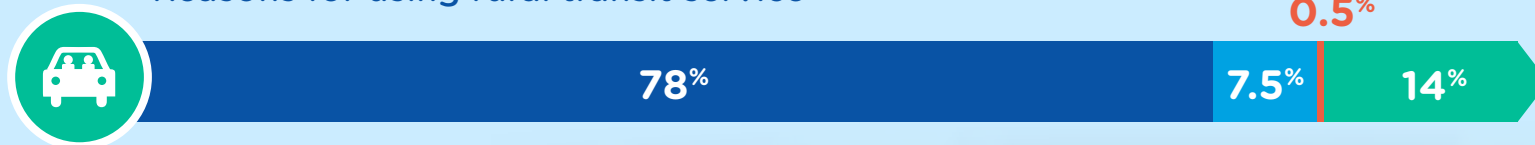
- 0-10 years
- 11-20 years
- 21-60 years
- 61-79 years
- 80 years +

CLIENTELE

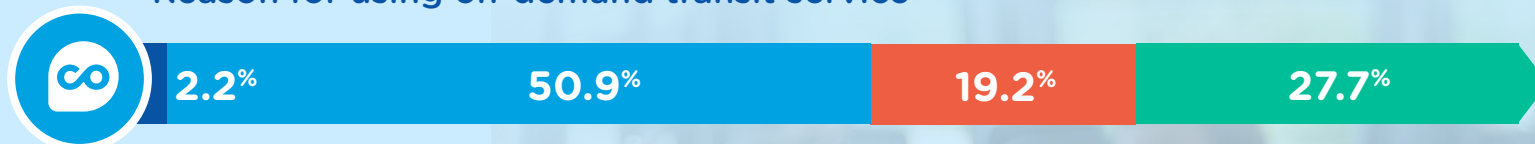
Reasons for using paratransit service



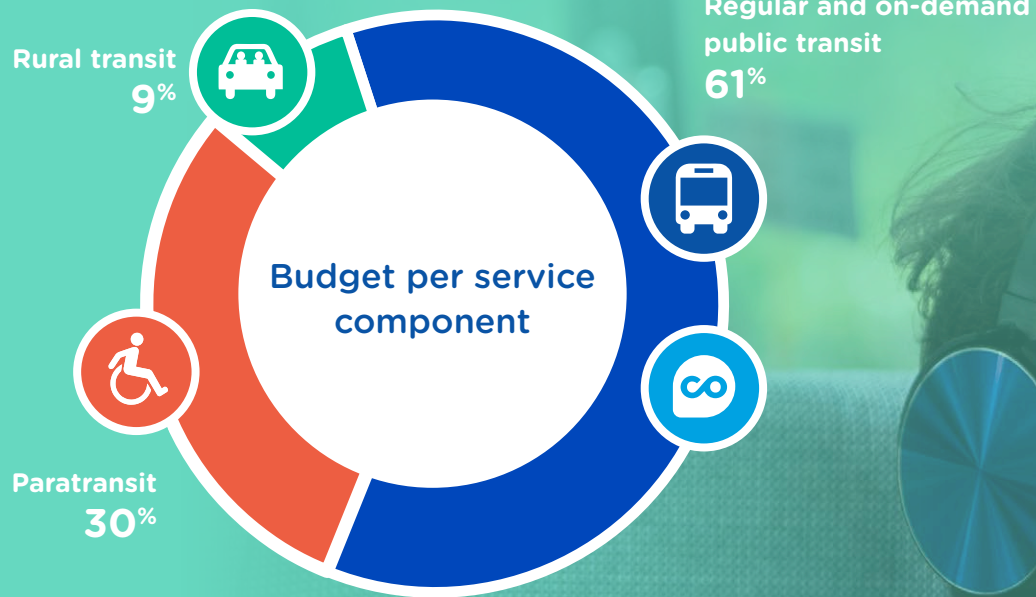
Reasons for using rural transit service



Reason for using on-demand transit service



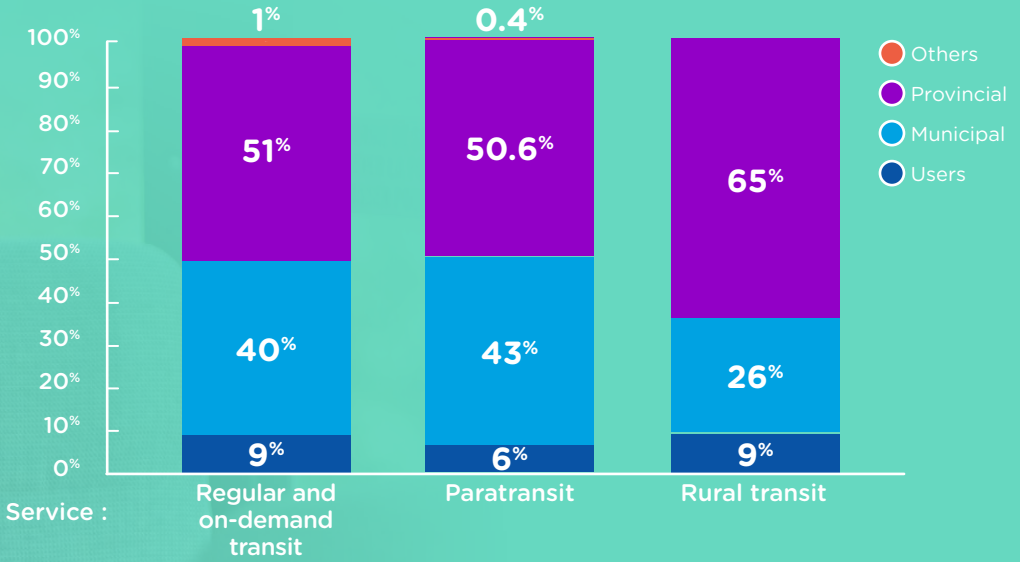
● Medical ● Work ● School ● Leisure



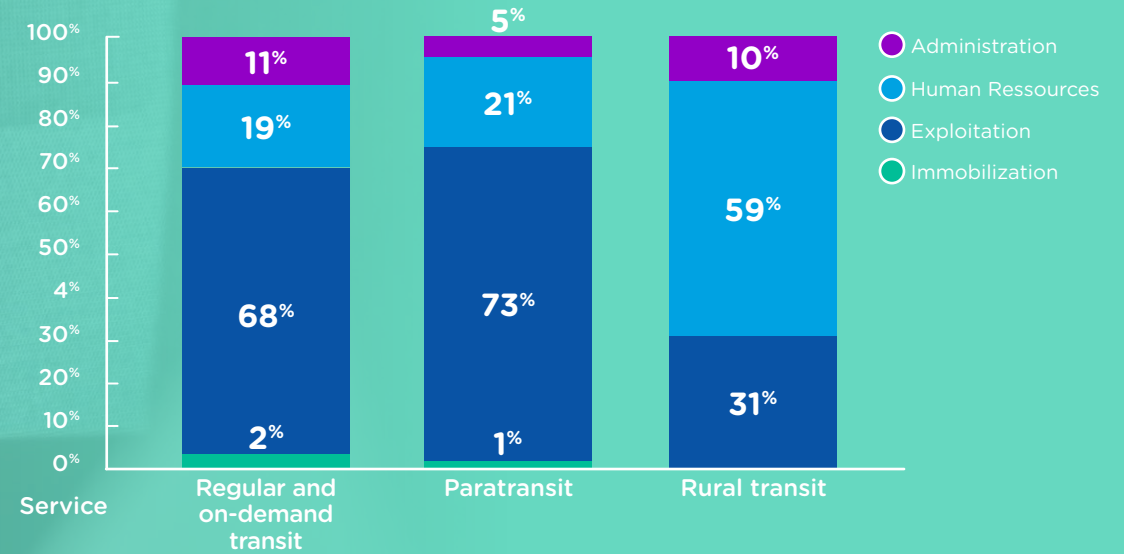
\$ Total operating budget for the passenger transport services of \$3.5 million.

FINANCES

Share of financing



Share of expenditures



TRANSCOLLINES DEVELOPMENT

ON-DEMAND TRANSIT SERVICE

The year 2022 marks an important turning point and the beginning of a redeployment of transit services in the Hills! In October, Transcollines On Demand (TOD) made a small but significant entrance! This new, more flexible mode of transportation allows for more territory coverage and more extended service hours. Free of charge and offered only on weekends during the trial period, users quickly embraced the new service, which has then been extended to weekdays and evenings.

This soft launch was conducive to success. While users were learning about the service, they were also invited to engage in a conversation with Transcollines through an interactive online public consultation that took place over a period of almost two months. This conversation revealed that 89% of respondents viewed the arrival of an on-demand service positively and wanted it to be permanently added to Transcollines services. 76% of the respondents also thought that it made sense to replace the less frequented used fixed routes with a more flexible service. Overall, the proposed service changes were particularly well received by women and younger people.



THE TRANSCOLLINES APP

In October 2022, Transcollines also launched a mobile and desktop application! Its key feature made it possible to book, manage or modify a trip and to receive real-time notifications. In the coming year, two new functionalities will be added: the long-awaited online ticketing system and a powerful trip planner integrated with other public transportation networks in the region.

Many exciting projects are being developed in 2023 to improve the experience of our valued users and to push the boundaries of sustainable, durable mobility in the rural Outaouais!



co Transcollines

FOLLOW US



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