

Case Study

For more than 20 years, Conduent contactless ticketing systems have been accompanying the development of public transport networks in the province of Quebec (Canada).



Since 1997, public transport operators in Quebec have depended on the reliability and open-endedness of Conduent contactless ticketing solutions to extend their networks and improve their service offering. In this way, these systems have contributed to facilitating the daily journeys of several million citizens.

A continental first in Gatineau

In 1997, the *Société des Transports de l'Outaouais*, the public transport operator for the city of Gatineau (province of Quebec, Canada), called on Conduent (known as Ascom at that time) to deploy a highly innovative ticketing system: indeed, Gatineau became the first North-American city to offer contactless cards in its public transport network.

20 years of service

20 years later, the system is still running smoothly. Conduent has provided assistance with changes in the network: equipment upgrade in 2011, launch of the Rapibus bus rapid transit line in 2013, interoperability with the OC Transpo network of neighbouring city Ottawa, interface with the new AVL system.

Conduent is continuing its development in Quebec

In 2008, on the initiative of Société des Transports de Montréal (STM – public transport operator for Montreal), six Quebecer operators covering Montreal, capital city Quebec, Laval, Longueuil, Sorel-Varennes and the regional train operator AMT adopted a common contactless ticketing system. They launched a new contactless ticket, the OPUS card, which can be used throughout their networks. The system manages interoperability aspects while at the same time allowing all operators to keep their respective pricing policies.

From the capital to the Estrie region, from Saguenay to the Outaouais, 95% of the population of the province of Quebec will now have access to a public transport network equipped with a Conduent contactless ticketing system.



In 20 years, Conduent's local teams have demonstrated their ability to assist Quebecer public transport operators. The local branch office provides day-to-day assistance and is in charge of deployment, training and maintenance programmes.

From 6 to 19 operators

With the commissioning of the OPUS card, 1.2 million users gained access to a very large area with intermodal and interoperable transport facilities, consisting of four metro lines, five railway lines and nearly 2,800 buses.

Thanks to the upgrades made to the Montreal shared contactless ticketing system, completed in collaboration with Conduent, this area has grown even bigger. To date, 19 operators accept the OPUS card on their network. It can be used for travelling in most of Quebec, for example from Montreal metro system to the most remote CIT (inter-municipal transport authority) networks. The ticketless system has also incorporated network extensions such as the new regional "East" railway line, which was commissioned in 2014 and counts 14 stations.

100% availability rate

Since the start of 2017, the OPUS ticketless system has been handling two million validations per day, and has been operating with an availability rate of 100% for nearly 10 years. Even when the last major system upgrade was implemented jointly by STM and Conduent in one night in 2014, the service continued to operate seamlessly.

The 7,000 ticketing terminals, some of which are subjected to severe weather conditions, have also demonstrated their reliability. They regularly adapt to new technologies and, since 2015, users can top up their OPUS card from their own home.

Heading for a 100 % Conduent province

After Gatineau in 1997 and the OPUS network in 2008, three new public transport networks – Sherbrooke, Trois-Rivières and Saguenay – are planning to switch to a Conduent system in 2017. As a result, 95% of Quebec's population will have access to a public transport network equipped with a Conduent contactless ticketing solution.

