

Meeting minutes

Meeting objective: Réseau express métropolitain (REM) information meeting
Date and time: May 14, 2019, 6 to 8:40 p.m.
Location: Le Crystal, 5285 West Henri-Bourassa Boulevard, Saint-Laurent

Meeting overview:

- Approximately 150 participants
- About 20 questions asked by the public during the question and answer period
- Eight stakeholders present during the informational meeting and the question and answer period:
 - o Virginie Cousineau, Public Affairs Manager, REM project office
 - o Jean-Philippe Pelletier, Assistant Coordination Manager, REM project office
 - o Denis Andlauer, Director of Operations, CDPQ Infra
 - o Stéfan Balan, Segment Director, NouvLR
 - o Giovanni Cipolla, Segment Director, NouvLR
 - o Simon Charbonneau, Public Affairs and Media Relations Advisor, ARTM
 - o Sarah Bensadoun, MTQ Spokesperson
 - o Pierre Tessier, Facilitator

The meeting was divided into two parts:

- Open house with information panels – 6 to 7 p.m.
- Information session, followed by a question and answer period – 7 to 8:40 p.m.

The presentation given during the informational meeting addressed:

- Background of the project in Saint-Laurent and Ahuntsic-Cartierville
- Work completed, in progress and upcoming in 2019
- Interim public transit mitigation strategy

A video recording of the information session is available at the following link:

<https://www.youtube.com/watch?v=YVz4uTB58sU>

The documentation presented during the meeting is available at the following link:

<https://rem.info/en/events>

A summary of the questions posed by the public during the question period, as well as the answers provided by the various stakeholders is presented hereunder.

Questions	Answers
In the interim mitigation strategy, will all shuttles be accessible for people with reduced mobility?	For the Bois-Franc station, yes, in fact, the goal is for all bus shuttles to be universally accessible.
According to the Charter of human rights and freedoms, all shuttles must be universally accessible.	Universal accessibility is a high priority for the REM, and is one of the common goals for all public transit partners

Questions	Answers
	throughout the metropolitan area.
I noticed that the REM is composed of one main segment and three branches. How is it going to work? Will REM train cars all use the main segment?	<p>The REM cars all start at the end-of-line stations (Sainte-Anne-de-Bellevue, Deux-Montagnes and Airport), running through the main segment, all the way to the Rive-Sud Station.</p> <p>As for the trains coming from the Rive-Sud Station, once they pass the Bois-Franc Station, users will have three route options, according to the trains' final destinations. The final destination will always be indicated on the front of each REM car.</p> <ol style="list-style-type: none"> 1. Deux-Montagnes; 2. Sainte-Anne-de-Bellevue; 3. Aéroport de Montréal. <p>The cycle then repeats, in the opposite direction. Thus, one out of every two trains will have Deux-Montagnes as its final destination, one out of every four trains will have Sainte-Anne-de-Bellevue as its final destination, and one out of every four trains will have the Airport as its final destination.</p>
With doubling the tracks in the Bois-de-Liesse Park, will the trees that are cut be replanted in that park or will they be planted elsewhere in Québec?	<p>Reforestation will take place in the areas where work took place; the precise replanting locations will be determined in collaboration with the municipalities involved.</p> <p>When we are required to cut trees to mobilize REM construction sites, we must meet our commitment to replant 110% of the total number of trees cut.</p>
I had heard a rumour that the Côte-Vertu metro station is going to be closed for one year. If I understood correctly, you have said that it will only be closed for 13 weeks?	<p>Yes, in fact, the work period should last between 11 and 13 weeks.</p> <p>This will take place in 2020, during the summer, when ridership is at its lowest.</p>
During REM work, how many notices of expropriation will be distributed?	There have been very few notices of expropriation, since we are working in a right-of-way that is already dedicated to rail transit. All lots and properties required for construction have already been acquired.
On the Marcel-Laurin overpass, congestion is already a problem. Could this overpass be expanded to feature a bus lane, thus facilitating bus travel for those going to the REM station?	In the Saint-Laurent borough, there is already quite a bit of parking space available, i.e. 1800 spaces between the two REM stations (Bois-Franc and Du Ruisseau).
There is a significant amount of traffic congestion in the REM parking area. Will there be any public consultations	The more parking spaces we create, the more congestion there will be in the area. For that reason, we

Questions	Answers
so that people who experience this congestion regularly can share their ideas with those making the decisions?	<p>are working with the STM to add bus accesses.</p> <p>The Société de Transport de Montréal (STM) is in the middle of holding public consultations at this time. When a structuring transit network comes to a new sector, the bus system is re-worked, in order to optimize the population's mobility. Thus, there will be consultations in the Saint-Laurent and Ahunatic-Cartierville boroughs.</p>
<p>Do you know how many people will use the Bois-Franc Station?</p> <p>For those of us who live in the area, this will create more traffic and people who will take up parking spaces, when space is already very limited.</p>	<p>Yes, we did conduct a ridership study, which is available on our website.</p> <p>REM Forecasting Report – 2017 update: https://www.cdpqinfra.com/sites/default/files/pdf/rem_forecasting_2017_appendices.pdf</p> <p>Summary of the REM forecasting report – 2017 update: https://www.cdpqinfra.com/sites/default/files/pdf/summary_rem_forecasting_fr_vf.pdf</p> <p>The objective is to ensure access to the Bois-Franc Station is fluid, to incite people to use the REM. This issue is currently under analysis in collaboration with the public transit authorities in the City of Montréal.</p>
Do you have any details about fares for the REM?	<p>The Autorité régionale de transport métropolitain (ARTM) is responsible for setting the fare schedule for all transit networks in the greater Montréal area. We are currently working in close collaboration with the ARTM to integrate the REM into this future fare schedule.</p> <p>The goal is to have a single travel pass. Customers would purchase their passes from the ARTM; those passes would work on every network, including the REM, metro, buses, etc.</p> <p>Our intent is still to keep fares comparable to current prices for equivalent distances, and that travel passes, such as the Opus card, would allow people to access the REM and all other transit systems as well.</p>
The railway tracks have created a barrier preventing us from crossing from one side to the other. With the REM, would it be possible to include a few pedestrian overpasses so that neighbours can communicate better with one another, especially in the Côte-Vertu and Bois-Franc sectors?	<p>Discussions are in progress with the municipal authorities regarding how to best set up these types of arrangements at the REM stations.</p> <p>For example, access to the A40 Station will connect Stinson and Deslauriers Streets.</p>
With closure of the Deux-Montagnes line, will services be	There will be a dedicated shuttle connecting the Bois-

Questions	Answers
enhanced on the 170 bus line that takes us directly to Côte-Vertu?	<p>Franc Station to the Côte-Vertu metro station. This shuttle will feature direct service; in other words, it will not make any stops between the Bois-Franc Station and the Côte-Vertu metro station.</p> <p>In the Saint-Laurent sector, there are 12 bus lines that run to metro stations. The STM is currently verifying whether these lines will need reinforcing. Details will be announced in the fall.</p>
<p>It is my understanding that in all REM stations, we will be able to see ahead of time which train doors have the most passengers behind them.</p> <p>What technology will be employed and could it possibly affect users' health?</p>	<p>It is a counting system. People come across them every day without necessarily noticing them, for example, when they enter or exit a store. There is no danger to public health.</p> <p>The system will act as cameras counting individuals as they enter and exit each REM door. This will provide us real-time information about how many people are behind each door; if a car is full or if there is any space remaining in the other cars, we relay that information to the next station.</p>
<p>You mentioned simplifying the fare schedules. Will the payment system be combined with other existing systems, like the OPUS card? Or will it be a direct payment system, where we add money to a card?</p> <p>The OPUS card has technical limitations. For example, it's not possible to put more than four different transit passes on the same card.</p>	<p>With revamping the ARTM fare schedule, transit passes will be simplified.</p> <p>We are also trying to look to the future, studying different options such as using smartphones. All of these options are currently on the table.</p> <p>More details are available at the following website: https://talkfares.quebec/</p> <p>The ARTM will also hold public consultations on transit fares throughout 2019.</p>
Between now and when the Deux-Montagnes line is closed in early 2020, do you anticipate any other changes to the train schedule?	No, no other changes are planned for the train schedule between now and January 2020.
Where can we find information about upcoming bus schedule changes?	<p>The information will be available on the Mobilité Montréal website, which is currently being updated. The new site should be ready by August or September of this year.</p> <p>The current site is accessible via Québec 511, by clicking the Mobilité Montréal icon:</p> <p>www.quebec511.info</p>
<p>You need to think outside the box for the mitigation strategy, and avoid simply replacing what is already there.</p> <p>For example, when the Du Ruisseau station closes, no</p>	<p>Our objective is, in fact, to reach people as close as possible to where they are. We are currently conducting origin-destination enquiries. For example, we know that 37% of users who go to the Du Ruisseau station come from</p>

Questions	Answers
<p>one will be there anymore, so it will be useless to have buses leaving from that point.</p> <p>You're going to need buses where people actually live. I don't think you know where the people are.</p>	<p>Laval.</p> <p>As for the mitigation strategy, as soon as the measures are put in place, all transit partners will follow up on them to identify which ones work well and which ones don't. That will enable them to adapt the measures as needed to accommodate the public.</p>
<p>There are two adjustments that are needed for the City of Saint-Laurent: a structured link between Bois-Franc and Côte-Vertu, and an extension toward the Dorval station. I'm shocked that no one has spoken of these two issues tonight.</p>	<p>Regarding the possibility of extending the metro's orange line, the ARTM is developing its first strategic development plan for the entire greater Montréal area. This plan includes investigating potential extensions, such as extending the west end of the orange line.</p> <p>The Ministère des Transports is aware that there is demand. The Ministère is going to wait for ARTM to conclude the needs analysis in the greater Montréal area before making any plans.</p> <p>Regarding the Dorval sector, an REM extension is not beyond the realm of possibility. However, before we study a possible extension, we need a firm commitment from the federal government.</p>
<p>For people who live near the REM, what sound impact will there be with a train passing every two minutes?</p> <p>I am concerned about the frequency of the trains. I would suggest that you include this subject in your future presentations, because it is a very important aspect of our lives, over the long term.</p>	<p>We have conducted studies on sound impact and we will continue to measure anticipated sound levels when the REM is put into operation. This modelling is primarily based on ambient noise, passing of REM cars, the type of rolling stock as well as rail configuration. Studies conducted to date are available on the REM website:</p> <p>https://rem.info/en/documentation</p> <p>We have also published an information sheet on this subject (in French only): https://rem.info/sites/default/files/document/Fiche%20th%C3%A9matique%202_Bruit%20exploitation_2018-10-04.pdf</p> <p>If our sound level measurements indicate significant noise impact, we will be required to implement mitigation measures to decrease the sound level.</p> <p>Furthermore, the REM is an electric light rail line that uses much quieter technology than traditional heavy trains. Some noises, such as train whistles, will disappear with the arrival of the REM.</p>
<p>I live near the Bois-Franc station. There is a significant amount of congestion at that corner (Henri-Bourassa, Marcel-Laurin, Laurentien). What route is planned for the shuttles that will connect the Bois-Franc station to</p>	<p>We are currently working with local elected officials to work out the details for the shuttle between the Bois-Franc station and Côte-Vertu metro station. Our goal is to avoid travel through residential sectors as much as possible.</p>

Questions	Answers
<p>the Côte-Vertu station?</p> <p>There is also a lot of construction in the area, generating dust and other inconveniences for area residents. What impact will construction of the REM's Bois-Franc Station have on surrounding residents?</p>	<p>Details will be announced in the fall.</p> <p>Regarding nuisances associated with construction, the contractor mandated with building the REM has numerous obligations outlined in their contract documents with regards to preserving the quality of life in surrounding environments, both in terms of noise and air quality.</p> <p>Link to an information sheet on this subject (in French only): https://rem.info/sites/default/files/document/Fiche%20th%C3%A9matique%204%20Bruit%20construction%202018-10-04_0.pdf</p> <p>Measuring stations will be set up to allow us to measure noise levels and air quality in real-time, in order to ensure standards are met and implement measures if necessary.</p> <p>The next construction steps at the Bois-Franc Station are to build the foundations. Mitigation measures will be implemented, such as spraying the ground to minimize dust.</p>
<p>Will there be access to the Bois-Franc Station from both directions, north and south, to facilitate traffic flow? Are there negotiations in progress regarding the possibility of including access from the north?</p>	<p>There are several buildings on the north side, as well as land belonging to Hydro-Québec.</p> <p>For the time being, vehicles will access the Bois-Franc Station from the south, but pedestrians and cyclists will be able to access from the north.</p> <p>We have also contacted the business on Marcel-Laurin to assess station access options.</p>

Presentation begins at 7 p.m.

If you have any
questions about the
project please visit
rem.info/en





Réseau express métropolitain

Informational meeting
Saint-Laurent / Ahuntsic-
Cartierville

May 14, 2019

Réseau
express
métropolitain



Agenda

- Arrival of the REM in Saint-Laurent and Ahuntsic – Cartierville
- Work completed, in progress and upcoming
- Interim public transit mitigation strategy
- Question & answer period



Arrival of the REM in Saint-Laurent and Ahuntsic – Cartierville

Réseau express métropolitain



Largest public transit project in Quebec in the last 50 years

Light rail
100% electric and automated

26 stations, 67 km

Commissioning in 2022

5 stations

Living environments

Businesses

**Du Ruisseau
(ground level)**

**Montpellier
(ground level)**

**Bois-Franc
(ground level)**

**A40
(ground level)**

Major parks



Stores



Educational institutions



Industries

**Technoparc
(underground)**

servicing strategic areas



- + Fast
- + Frequent
- + Destinations
- + Opportunities



Safer neighbourhoods

Elimination
of grade
crossings
and raising of
railway tracks



Des Sources

West Gouin

11th Avenue

Sunnybrooke

Alexander

Toupin

O'Brien



Contributions to sustainable development

Increased use of public transit



Improved quality of life



Preservation of wetlands



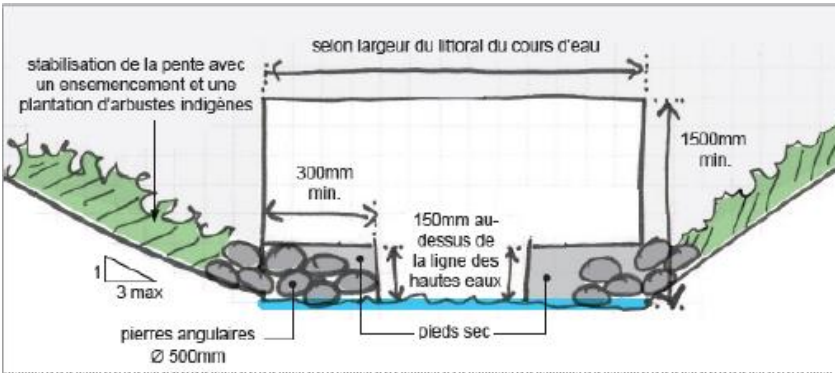
Reduction in GHGs



Planting of 250,000 trees



Implementation of wildlife crossings





REM stations and rail car

Stations accessible by various means



1800 parking
spaces

280 bicycle racks

28 kiss-and-ride lanes

7 bus platforms
(more stops on streets)



Autorité régionale
de transport métropolitain



An architectural rendering of a modern building facade. The building features a combination of glass and wood. The upper portion has a grid of glass panels, while the lower portion is clad in vertical wood slats. The building is multi-storied, and the ground floor has large glass windows. People are shown walking on the sidewalk in front of the building, and a tree with red leaves is visible on the right. A yellow banner with the word 'Architecture' is in the top left corner.

Architecture



Lines to mimic
movement

Glass for its
transparency and
natural light

Wood for its **warmth**
and as a hallmark

Du Ruisseau Station



Outdoor area

- Safe, yet non-invasive lighting
- Platform screen doors to maximize reliability and safety
- Universal accessibility



Indoor area



Technoparc Station



- Landscaped for biodiversity (tree grates, shrubs, perennials, grass)
- Public areas at entrances
- Safe pathways for users
- Street furniture

- Enclosed, climate-controlled buildings
- WiFi across the entire network



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Performing the work

Work strategy

- Construction takes place simultaneously at multiple sites to optimize the project

DESIGN – ENGINEERING

PROCUREMENT

CONSTRUCTION

Relocation of
public utilities



Construction
of station
foundations

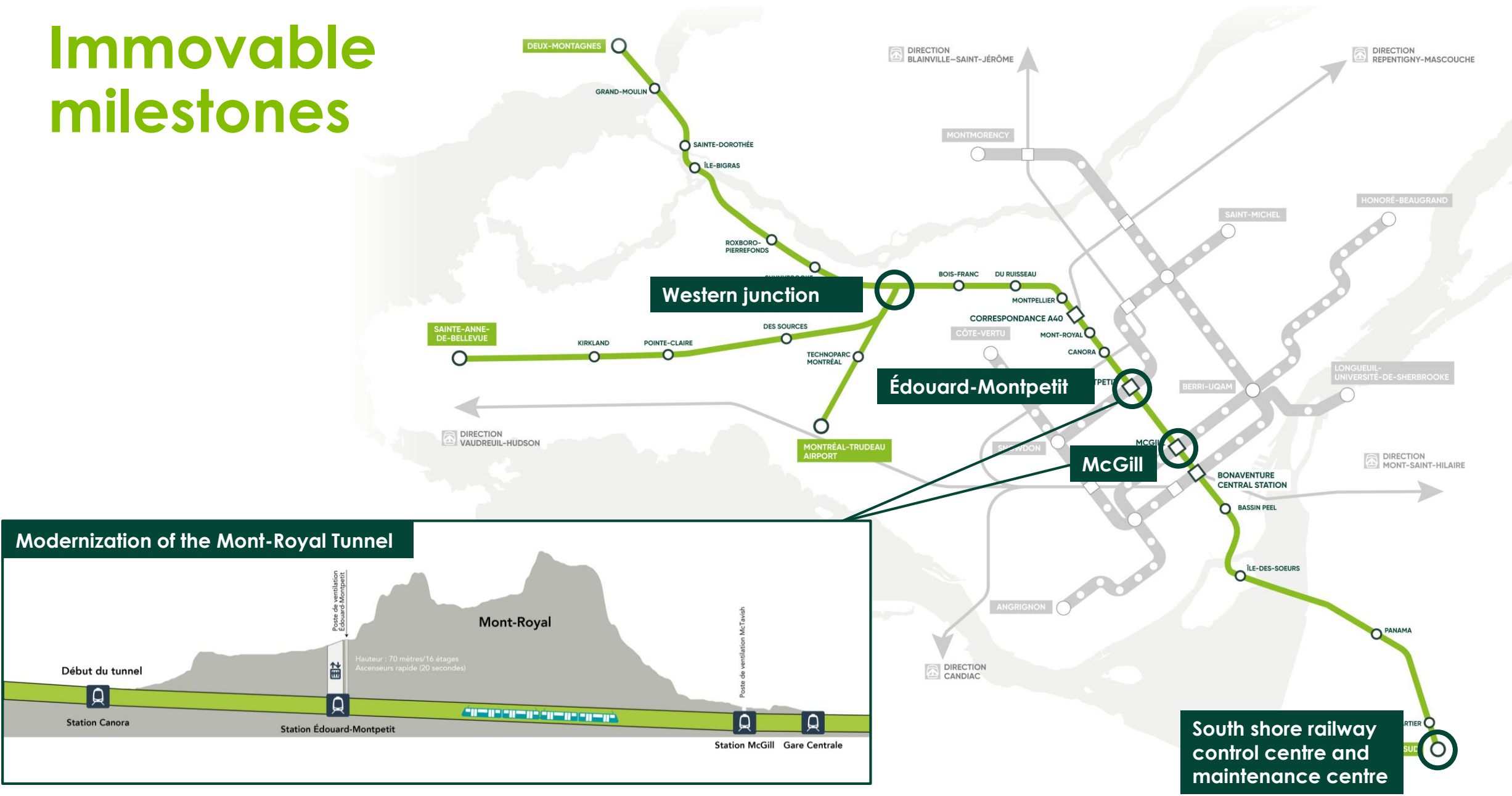


Construction
of
infrastructures

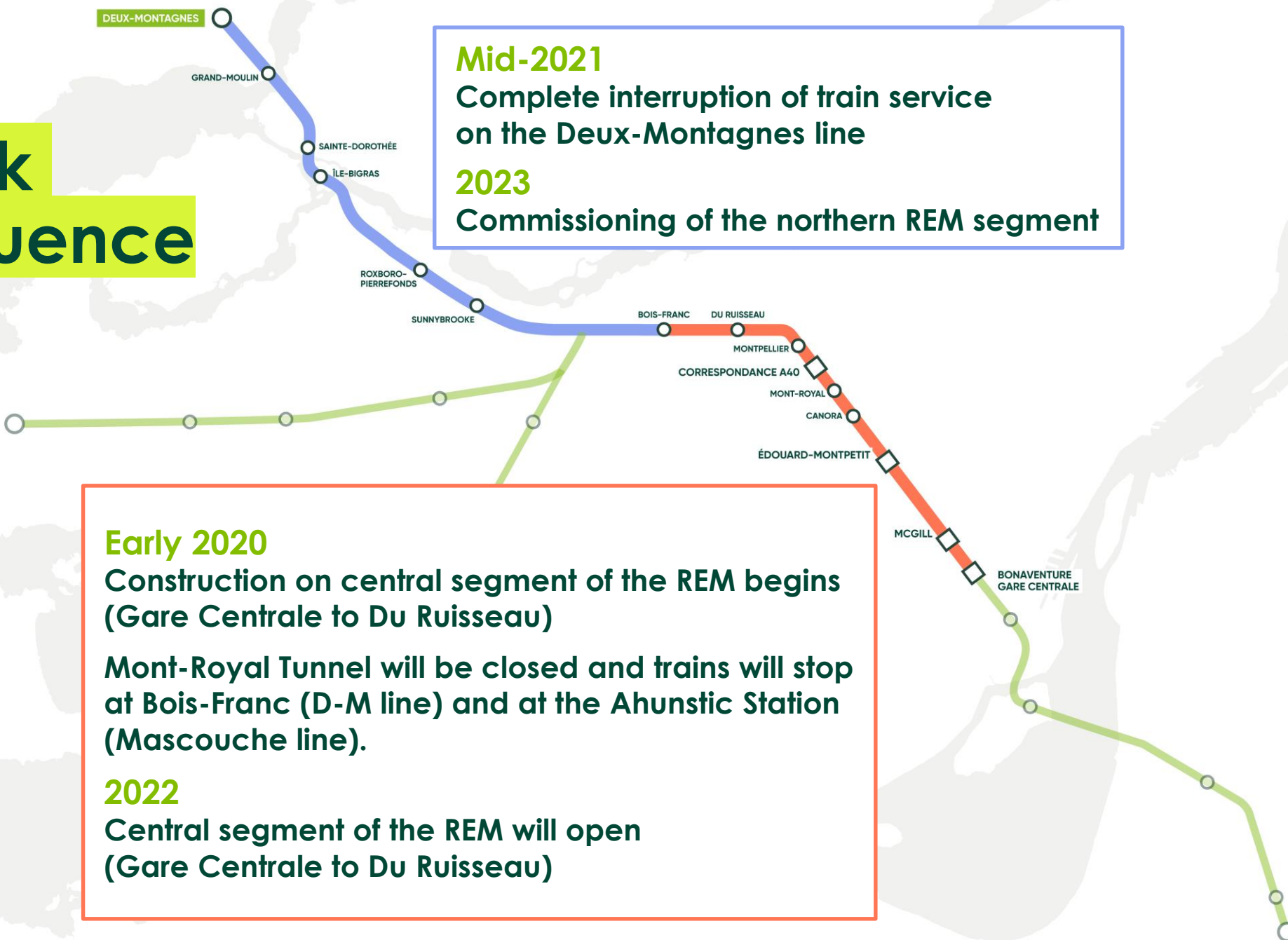


Architectural
renderings

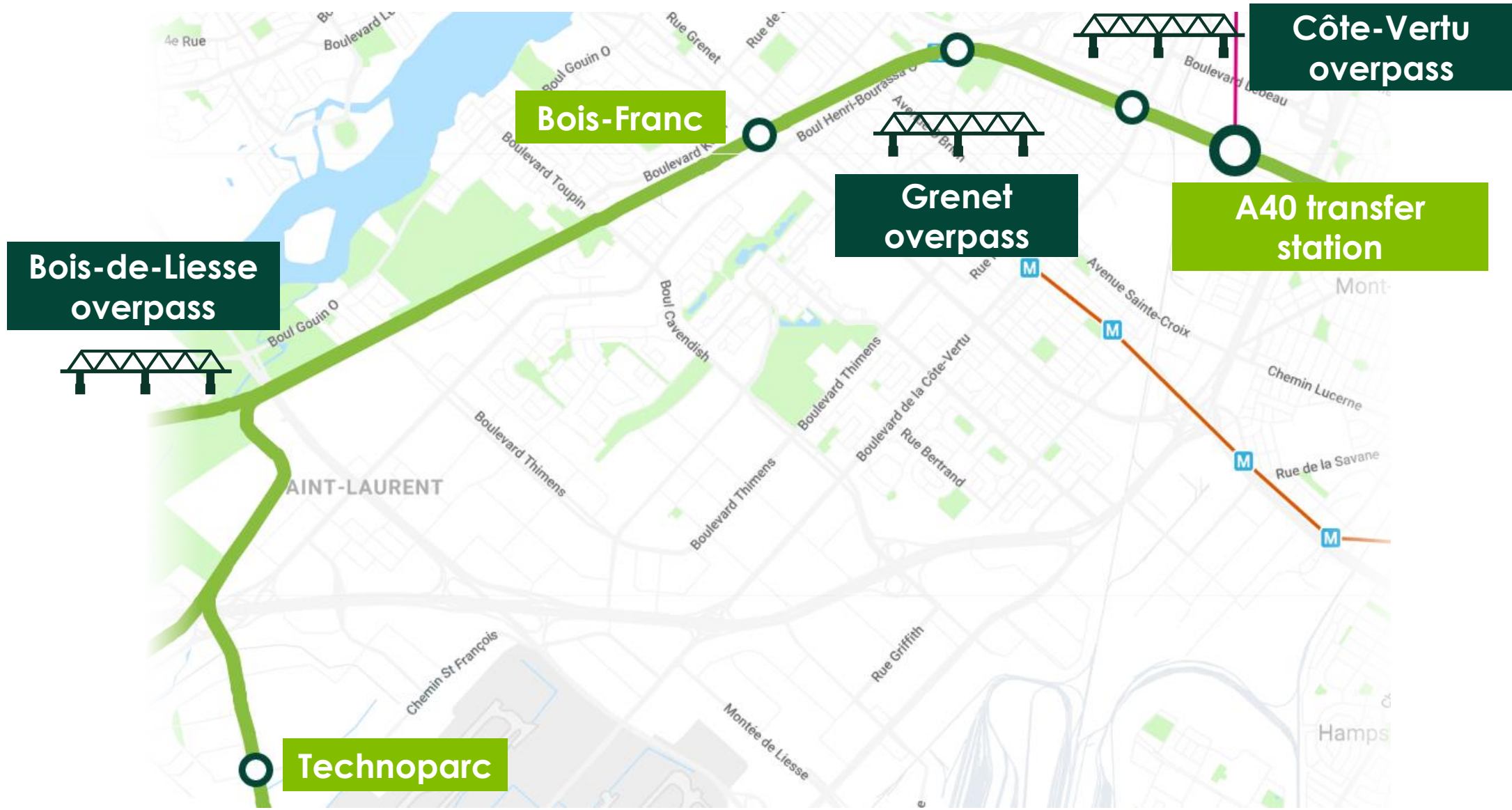
Immovable milestones



Work sequence



Work in Saint-Laurent and Ahuntsic-C.



A40 Transfer Station

Work expected in 2019:

beginning in May, in an industrial sector:

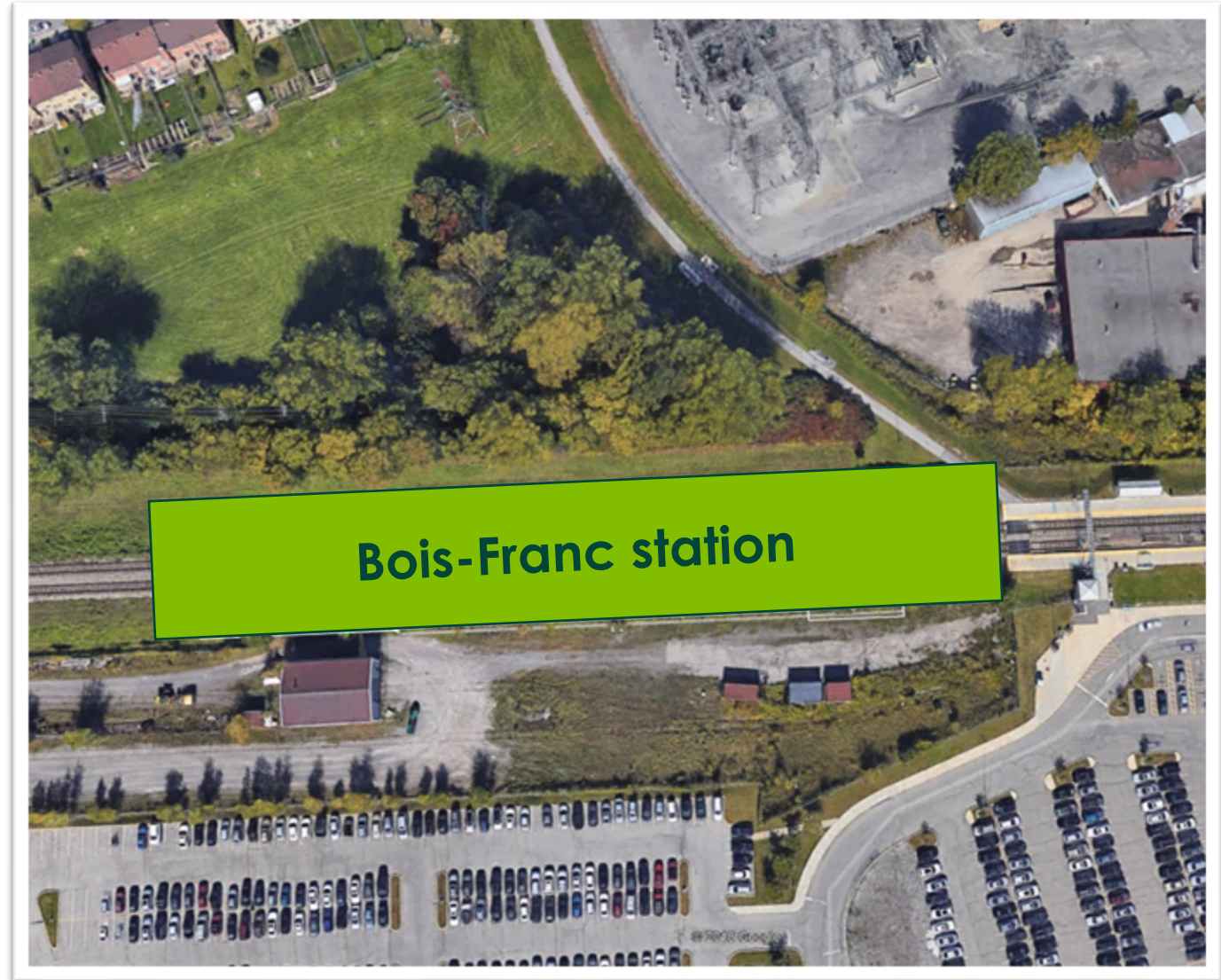
- Construction of the new garage at the **end of the Mascouche Line**
- Construction of foundations for the new transfer station



Bois-Franc Station

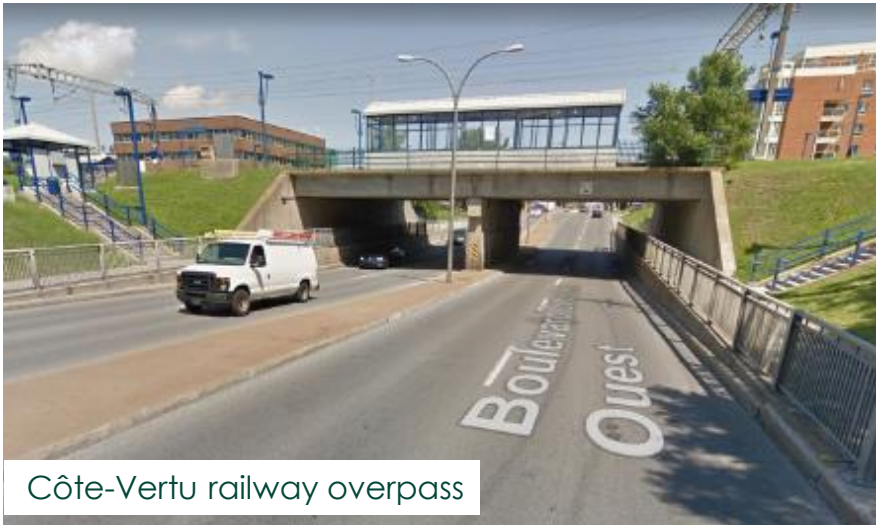
Work planned for 2019:

- Relocation of the catenary
- Construction of the station foundations
- Implementation of interim measures in preparation for the service interruption scheduled for January 2020



Rehabilitation of existing railway overpasses

Viaduc Côte-Vertu



Work planned for May to November 2019:

- Repair work beneath the existing railway overpasses next to Côte-Vertu Boulevard
- No impact is expected on train service
- Traffic hindrances to be expected
- Relocation of utilities from September to November

Rehabilitation of existing railway overpasses

Viaduc Grenet



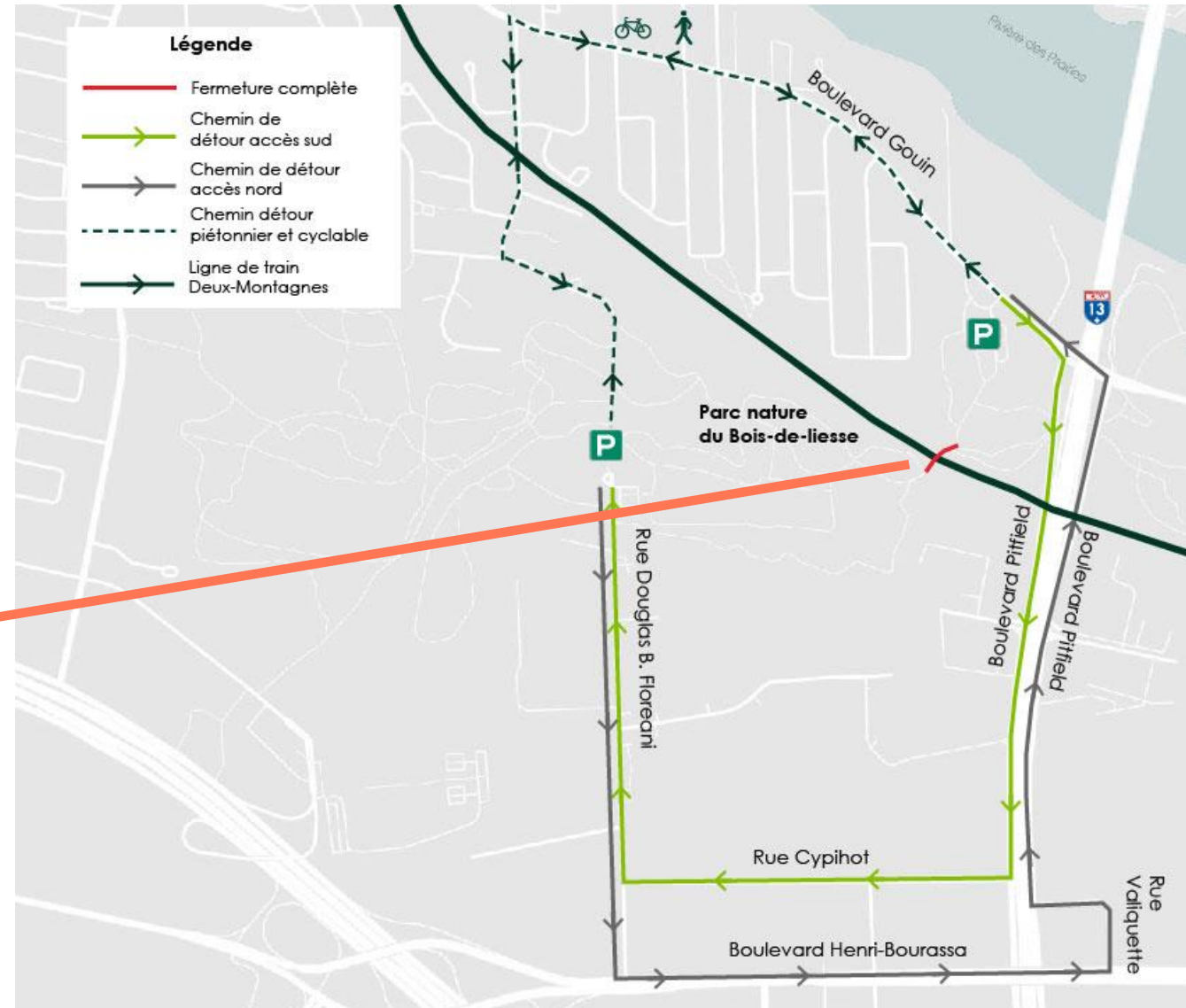
Work planned for May to August 2019:

- Repair work beneath the existing railway overpasses next to Grenet Boulevard (lower sections)
- No impact is expected on train service
- Traffic hindrances to be expected

Bois-de-Liesse Nature Park

Work planned from May to October 2019:

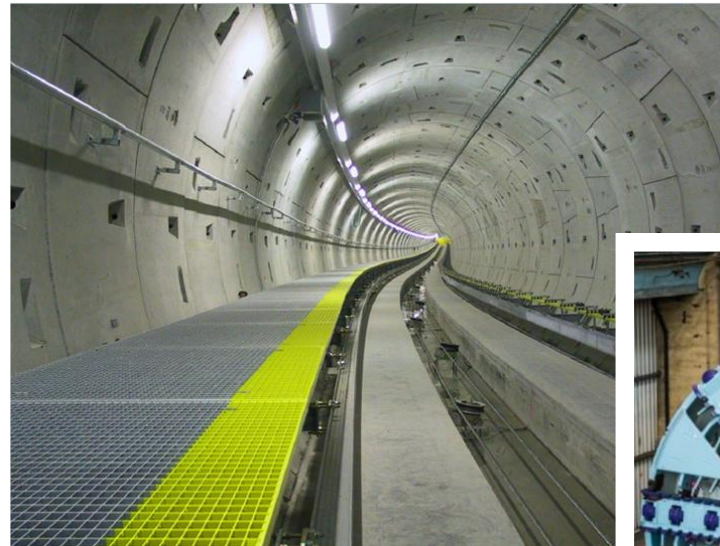
- **Construction of a new railway overpass** over the pedestrian and bike path
- **Summer 2019:** long-term closure of the pedestrian and bike path



Technoparc Station

Work planned for 2019:

- Relocation of public utilities
- Construction of the covered trench for the future Technoparc Station, as well as the portal for the tunnel boring machine
- Mobilization of the tunnel boring machine (summer 2019) and start of tunnel boring (fall 2019)
- **No impact** on wetlands



Impacts and mitigation measures

Impacts	Mitigation measures
Noise, vibration and dust	<ul style="list-style-type: none"> – Acoustic screens – Dust control and sprayers – Seismographs – Environmental measurement stations
Hindrances (rail, road and cycling) and trucking	<ul style="list-style-type: none"> – Interim (public transit) network – Traffic management plan – Flaggers – Adapted signage – Enclosed logistics zones
Tree planting	<ul style="list-style-type: none"> – Inventory of trees and flora species – At-risk plant species and trees will be relocated – Commercial valuation of quality trees – 250,000 trees will be planted during REM construction



Commissioning
planned for:

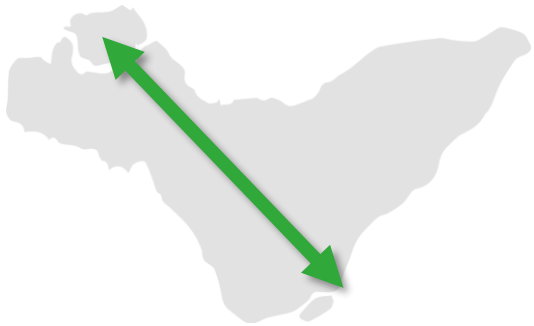
2022 :

Central station to
Du Ruisseau station

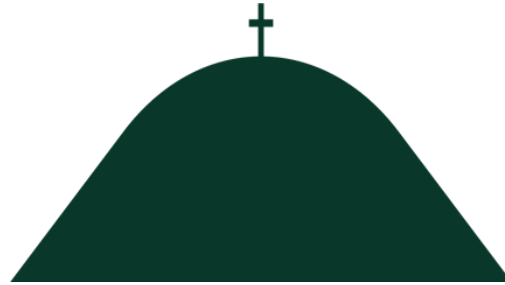
2023 :

Du Ruisseau to Deux-
Montagnes stations

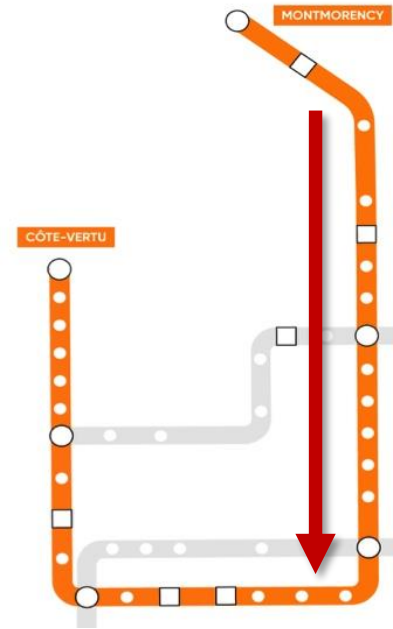
MITIGATION STRATEGY



Irreplaceable
diagonal



Mount Royal –
an obstacle
to circumvent



Metro's
Orange line (east
branch)



Road congestion

**Highway
network
and priority bus
measures**

**Work group
with users**

**Steering
committee –
North Shore
and Laval**

**Municipalities
and local
networks**

**Public transit
stakeholders**



Shuttles
Rail



Improvement
of existing service
and bus shuttles



Priority bus
measures



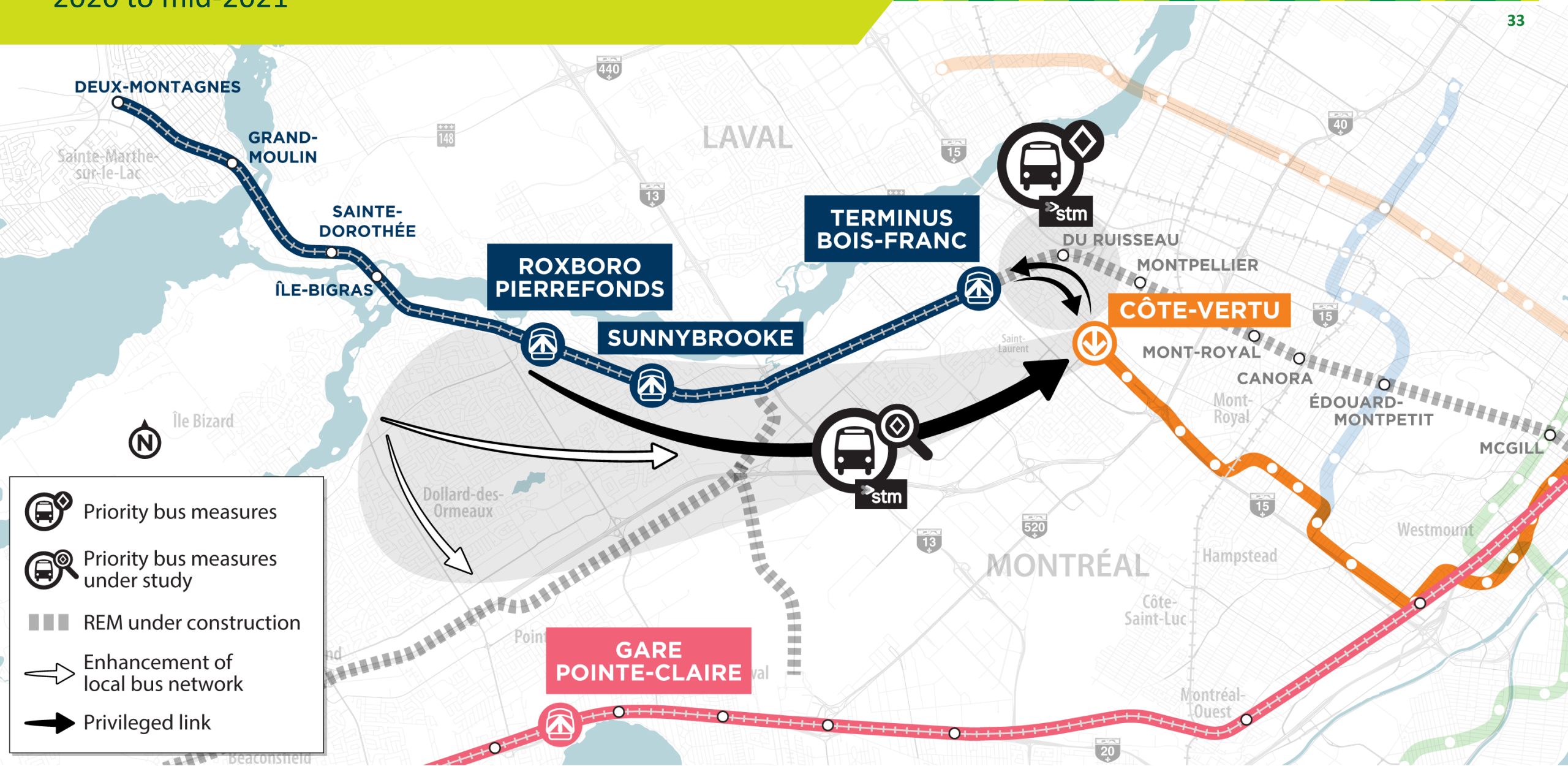
Orange*, green
and blue lines

** West branch*

ROXBORO/SUNNYBROOKE SECTOR

2020 to mid-2021

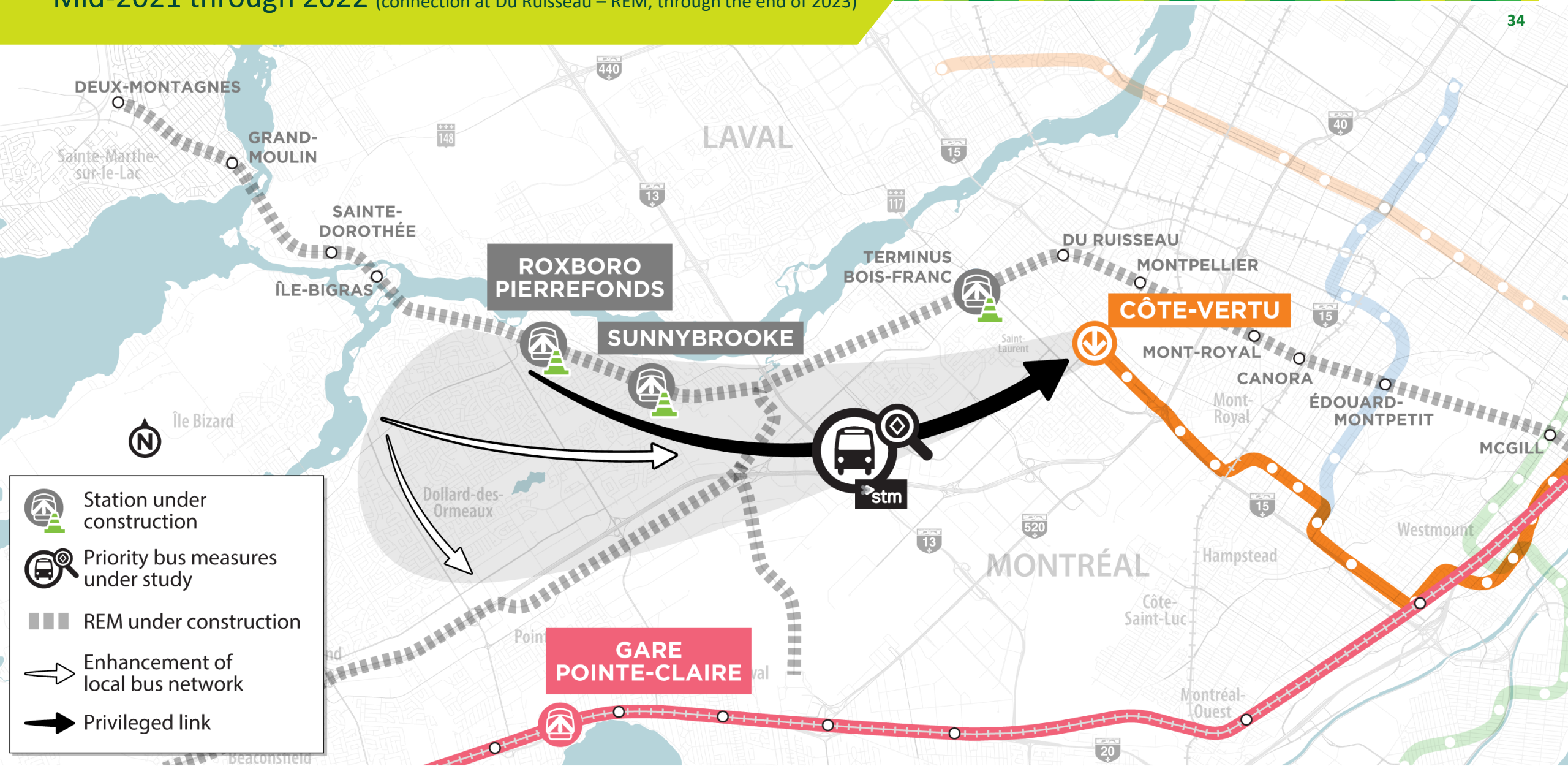
MEASURES BY SECTOR



ROXBORO/SUNNYBROOKE SECTOR

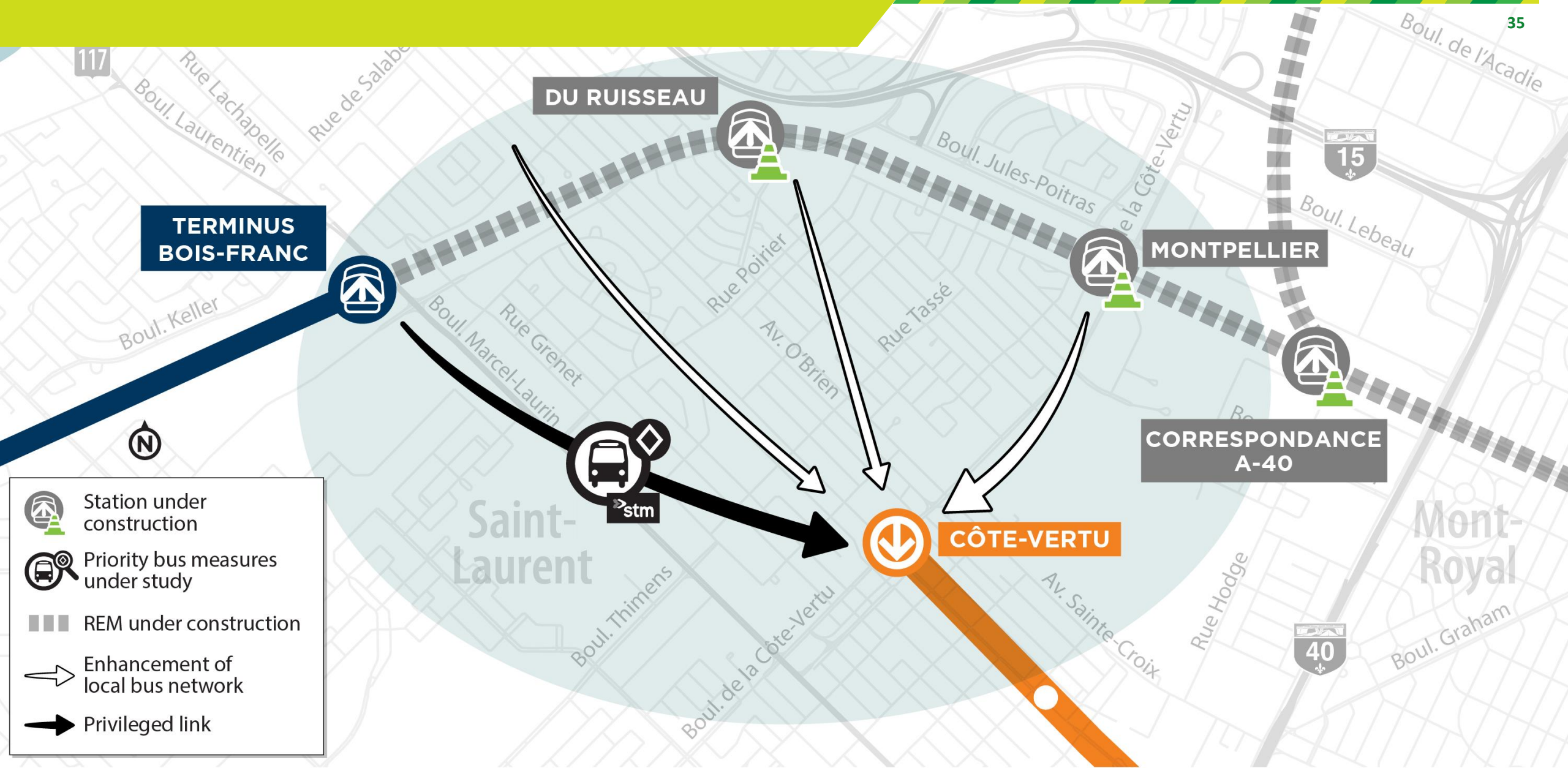
Mid-2021 through 2022 (connection at Du Ruisseau – REM, through the end of 2023)

MEASURES BY SECTOR

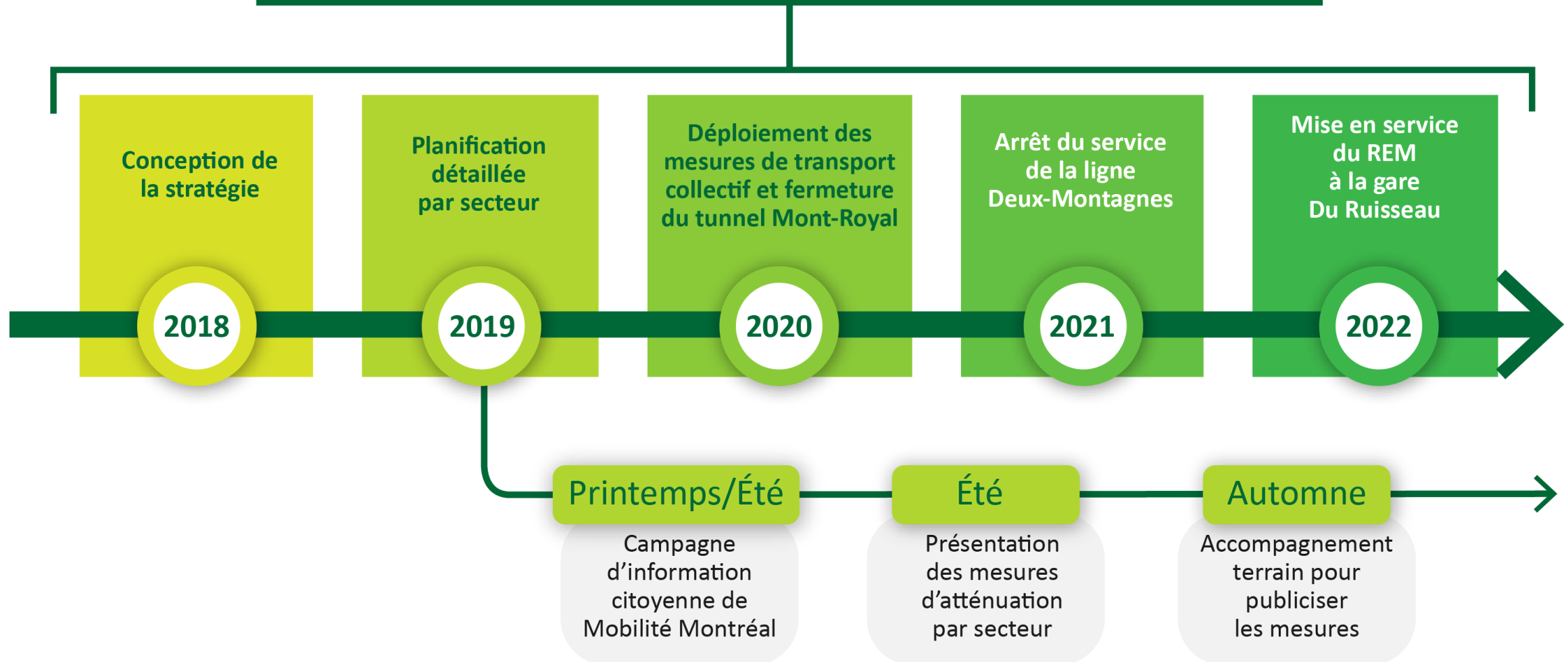


CÔTE-VERTU SECTOR

MEASURES BY SECTOR



CONCERTATION, COORDINATION ET SUIVI DES MESURES D'ATTÉNUATION PAR LES PARTENAIRES





Question & answer period

Réseau express métropolitain

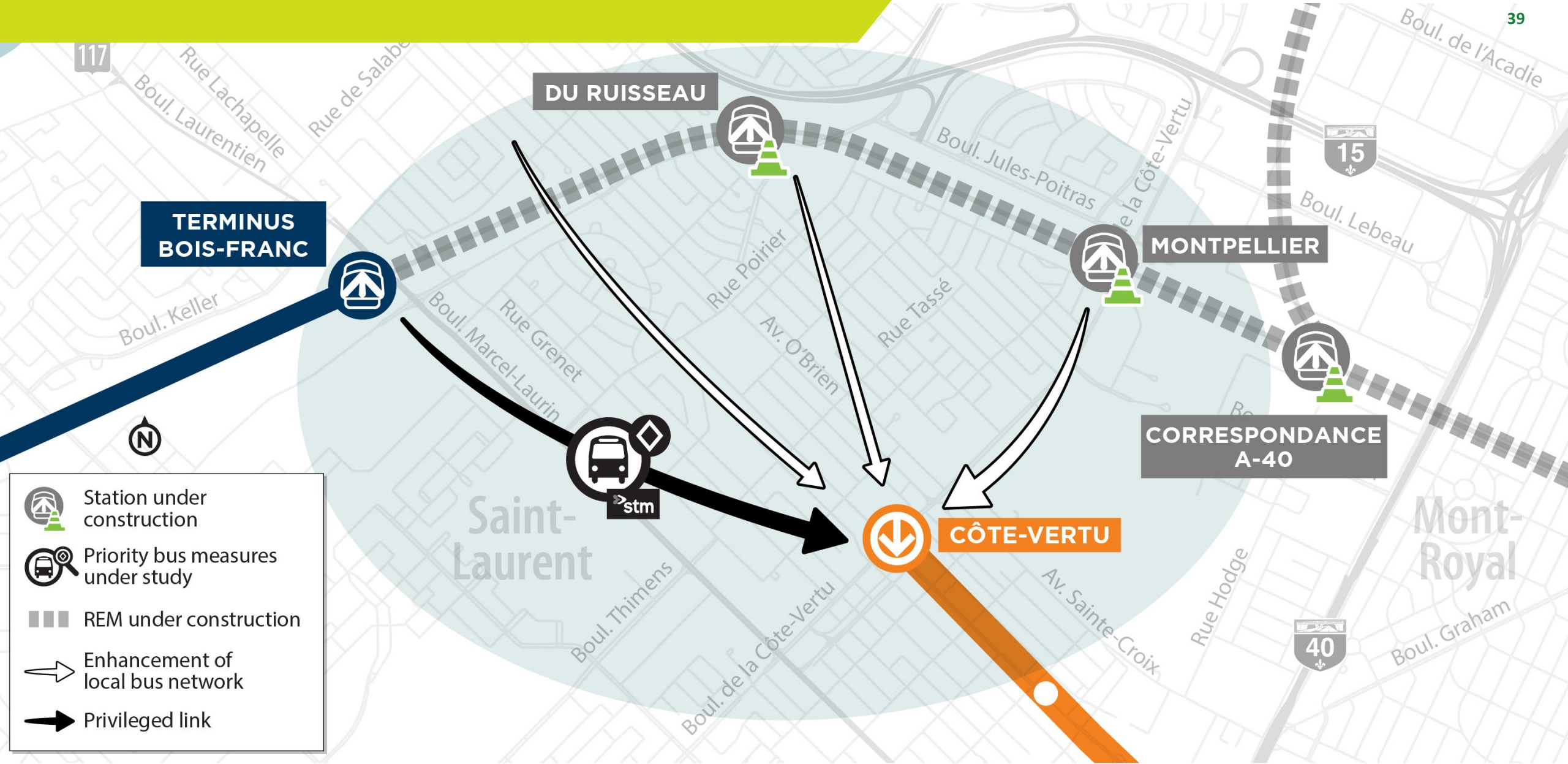


Largest public transit project in Québec in the last 50 years

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Commissioning in 2023



Réseau
express
métropolitain



REMgrandmtl



REMgrandmtl



1 833 rem-info
(1 833 736-4636)



Info@rem.info

rem.info/e
n



Reliability and efficiency

A high-frequency metro



A system designed to tackle Québec winters



Winter climate testing phase prior to commissioning in one of the best climatic chambers



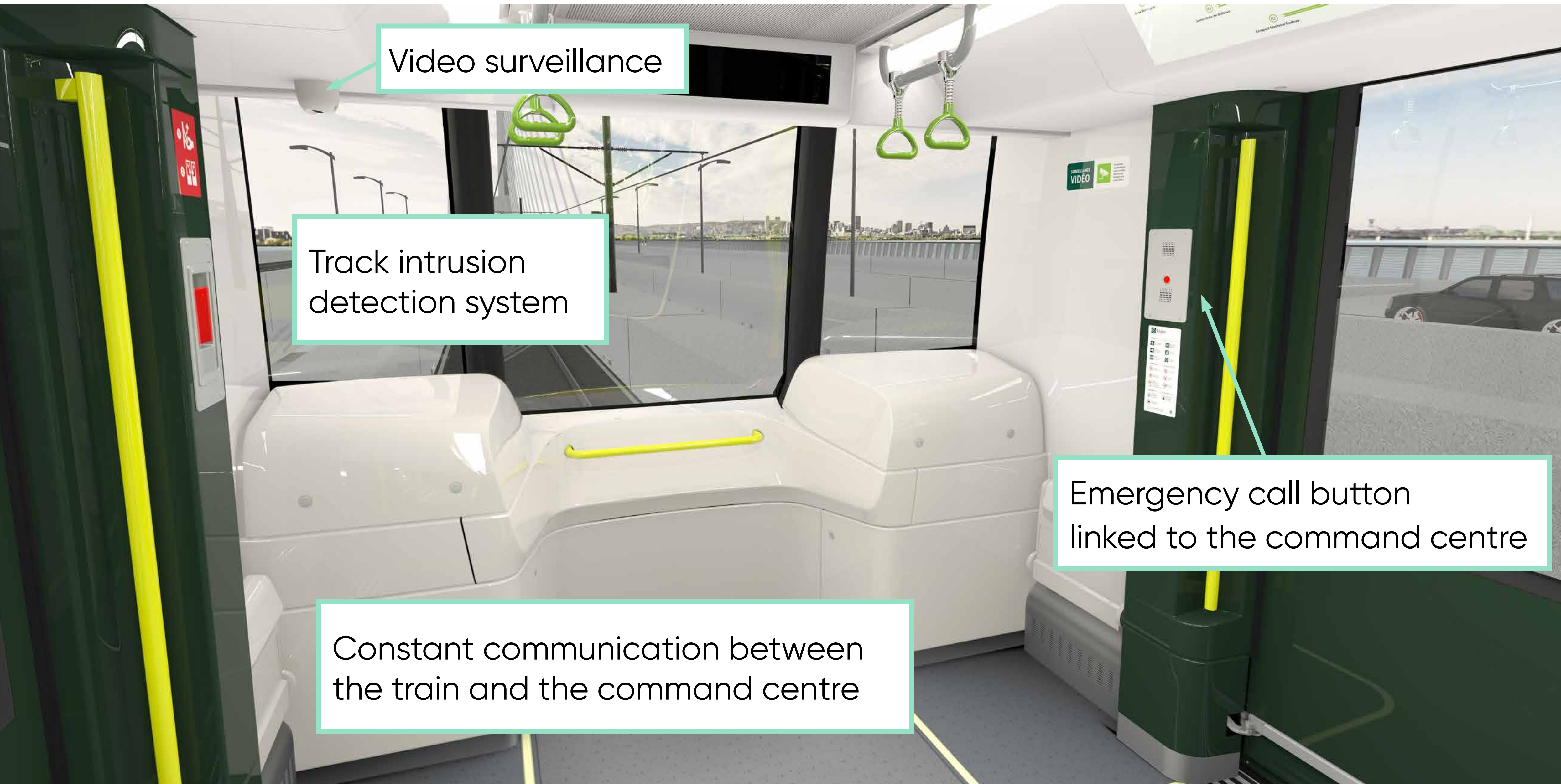
Security

Automation and command centre

Automated metros have shown high levels of resilience and average reliability rates in excess of 99%



Technology that has been proven in several countries across the globe



Platform screen doors

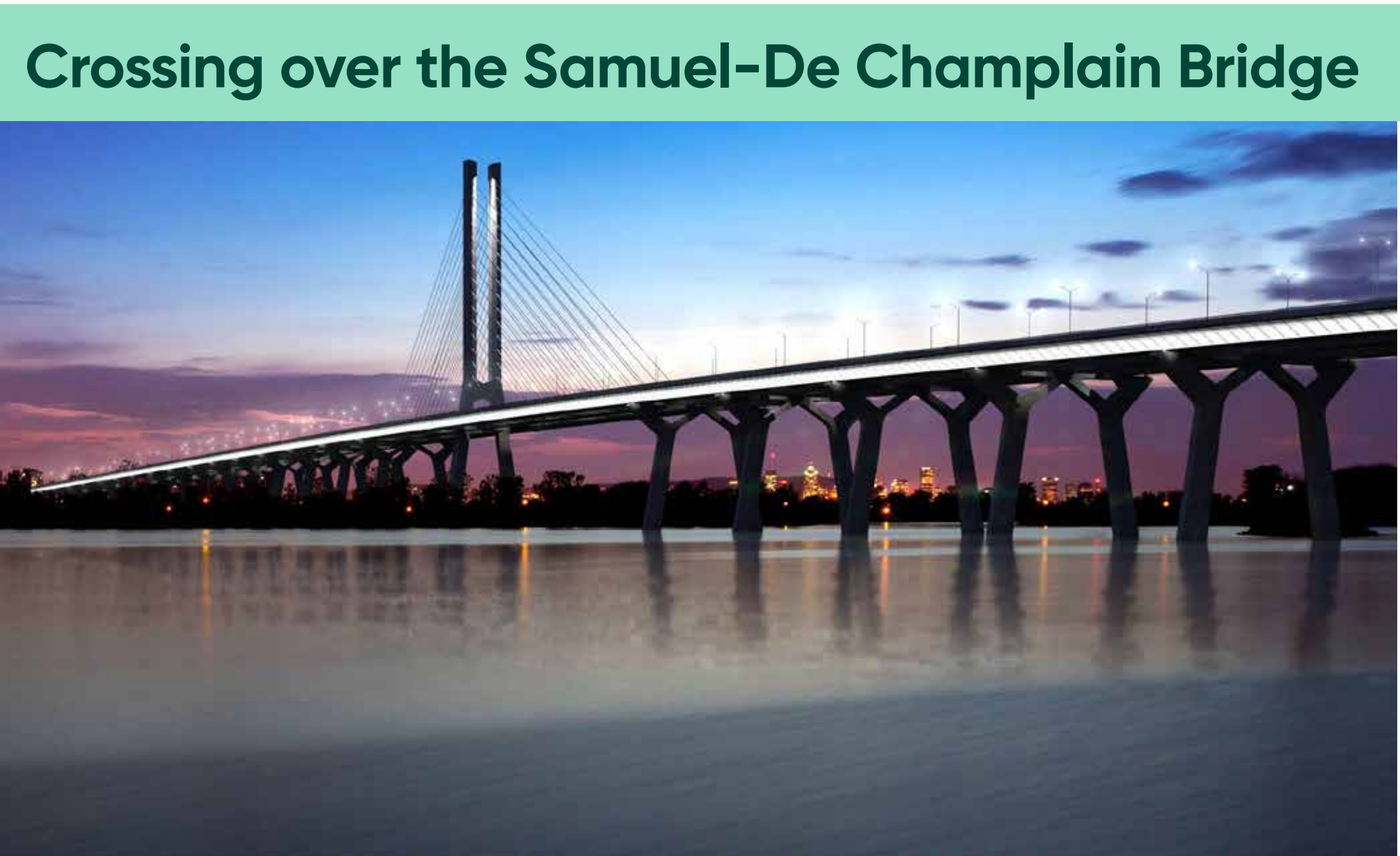
In addition to protecting users, the platform screen doors significantly increase the reliability rate

- Prevents passengers from falling on the tracks and reduces the risk of accidents
- Allows for better insulation of stations as the temperature and ventilation can be more effectively monitored
- Reduces the energy consumption of the REM network
- Prevents the piston effect caused by the movement of trains (the air stream felt by passengers that can knock them off balance)
- Allows for fluid entry and exit of passengers



Passenger cabin

Wraparound window at the front: a unique passenger experience



Breathtaking views of Greater Montréal

Services and comfort



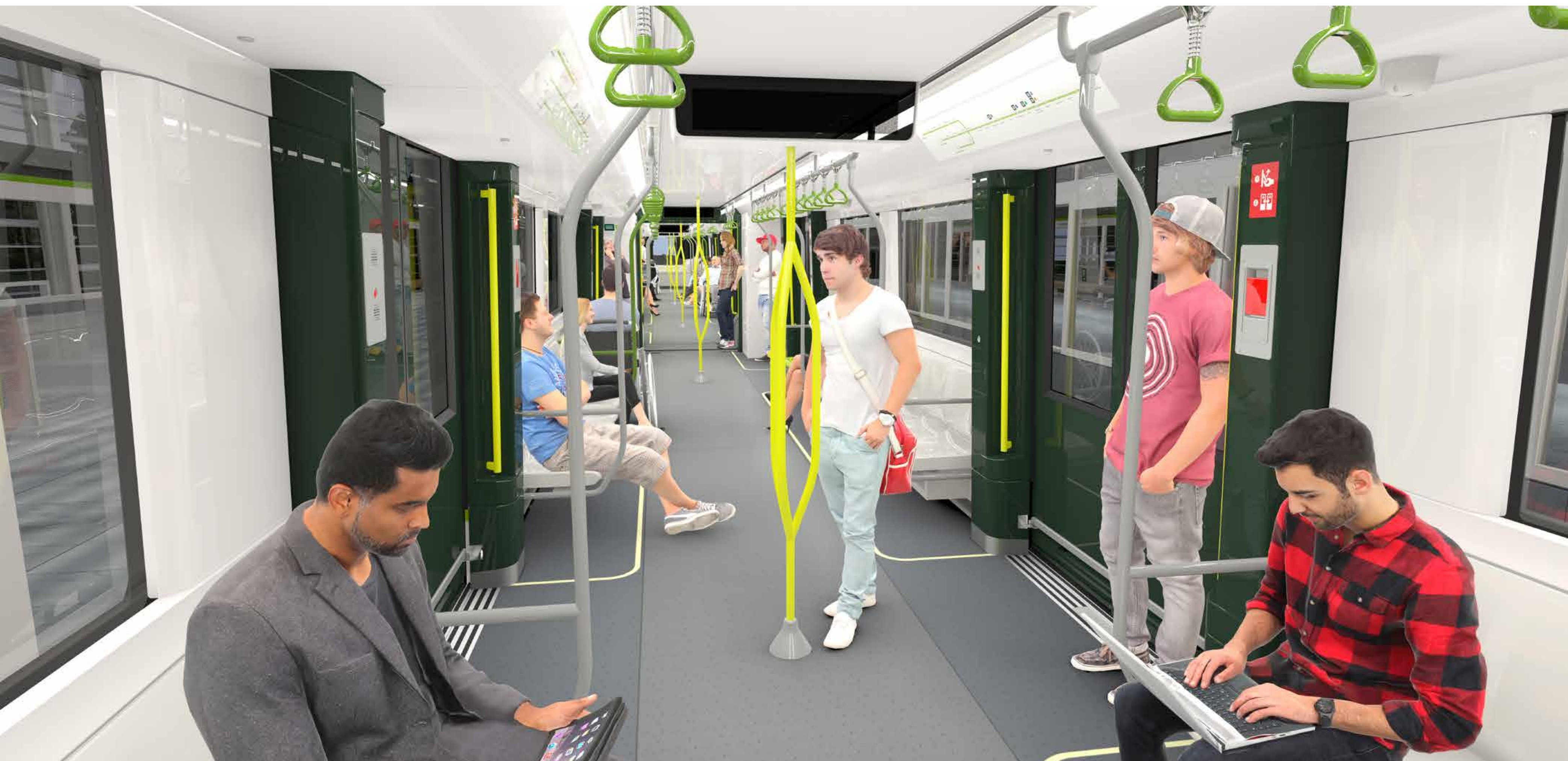
Wi-Fi



Heated floors and air conditioning

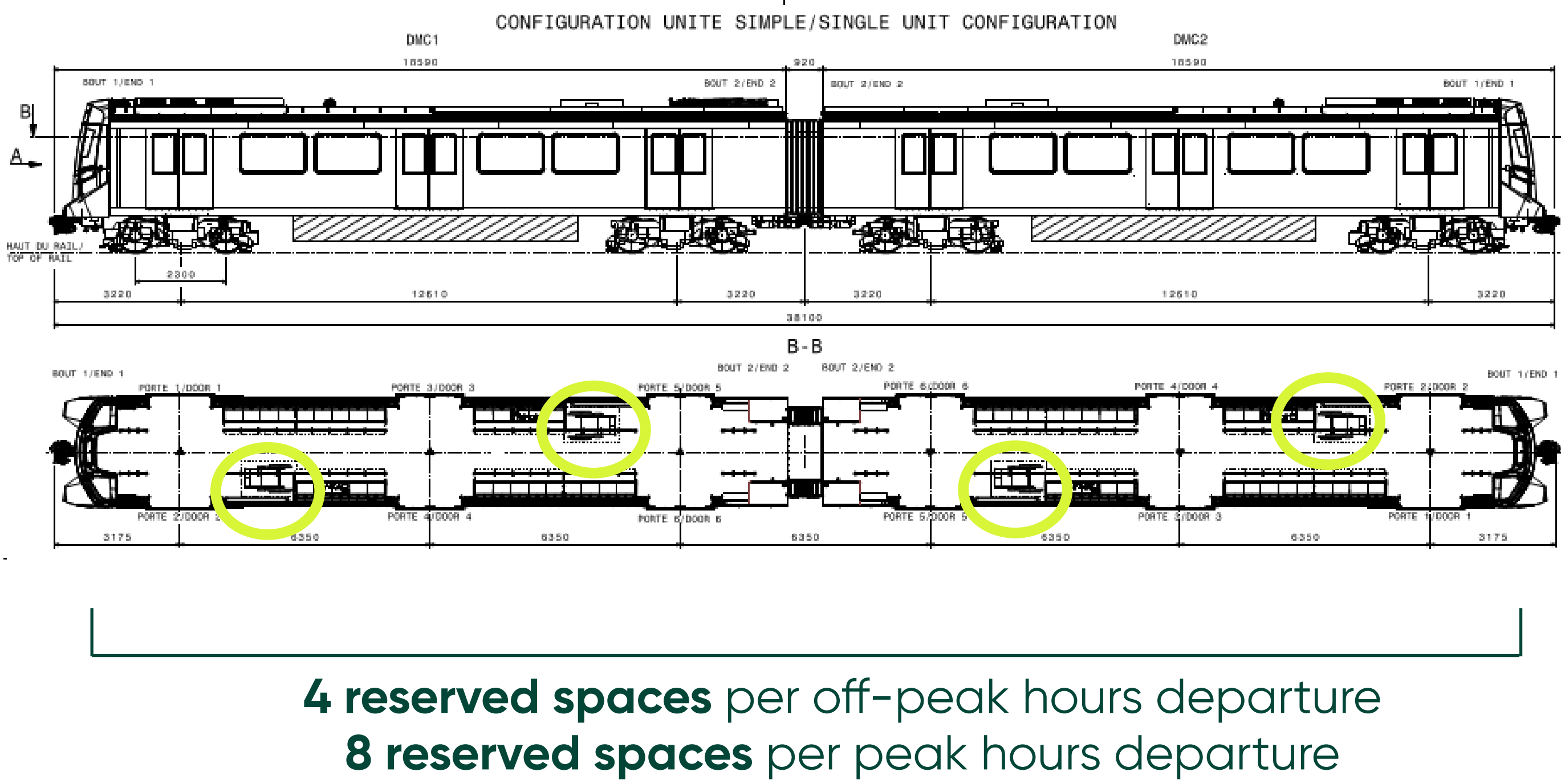
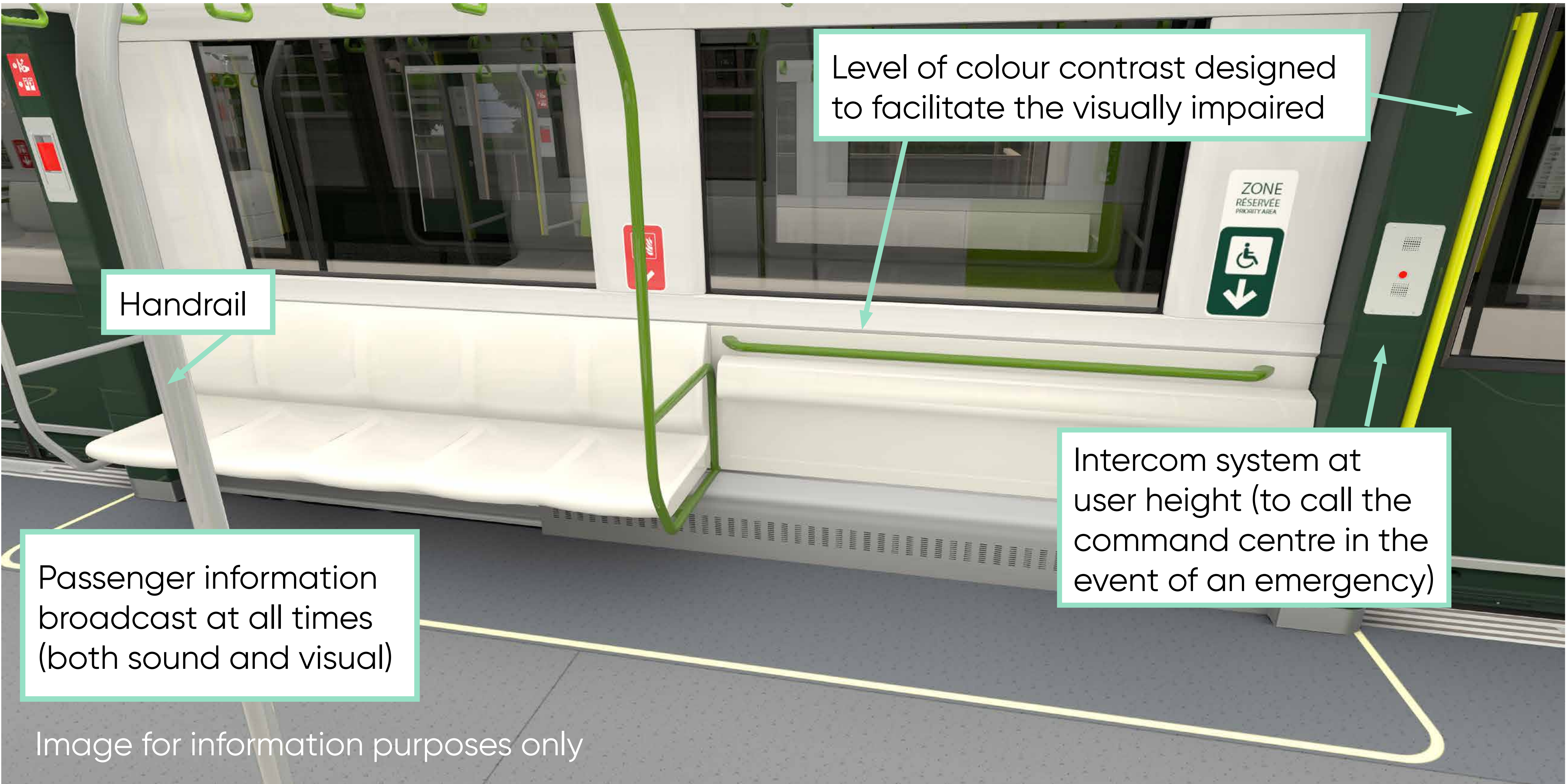


Abundant lighting



Accessibility and passenger movement

Universal access



Universal access required from the outset and consultations aimed at making adjustments to address specific needs

Free-flowing passenger movement



Reserved space for:



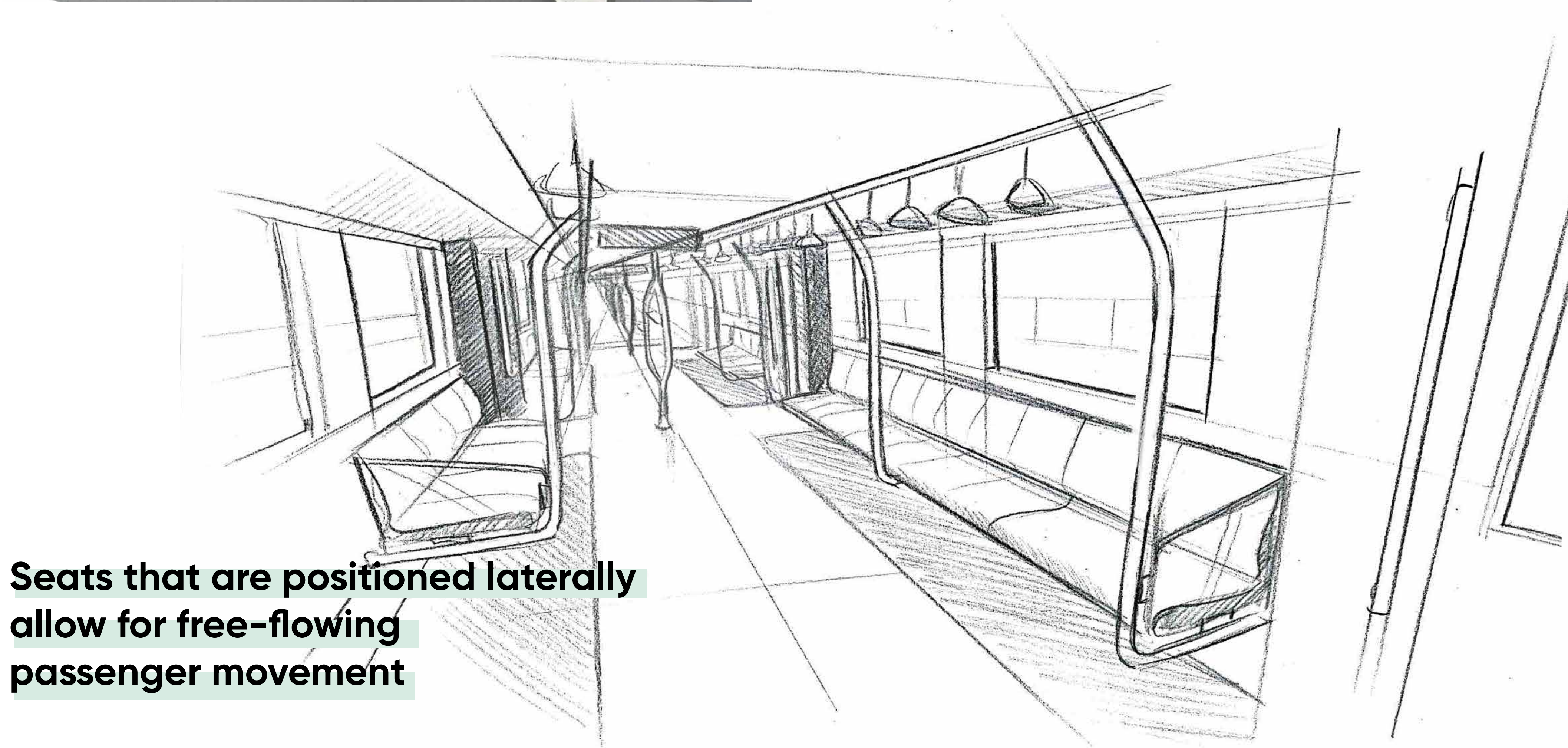
Families with strollers



Cyclists with bicycles

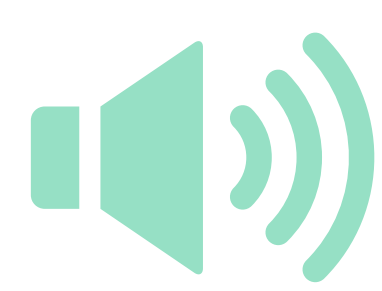


Commuters with luggage



Signage and soundscape

Audible signals



An audible signal when doors open and close and when the train departs from or arrives at a station, for example



A characteristic and audible voice announces passenger information

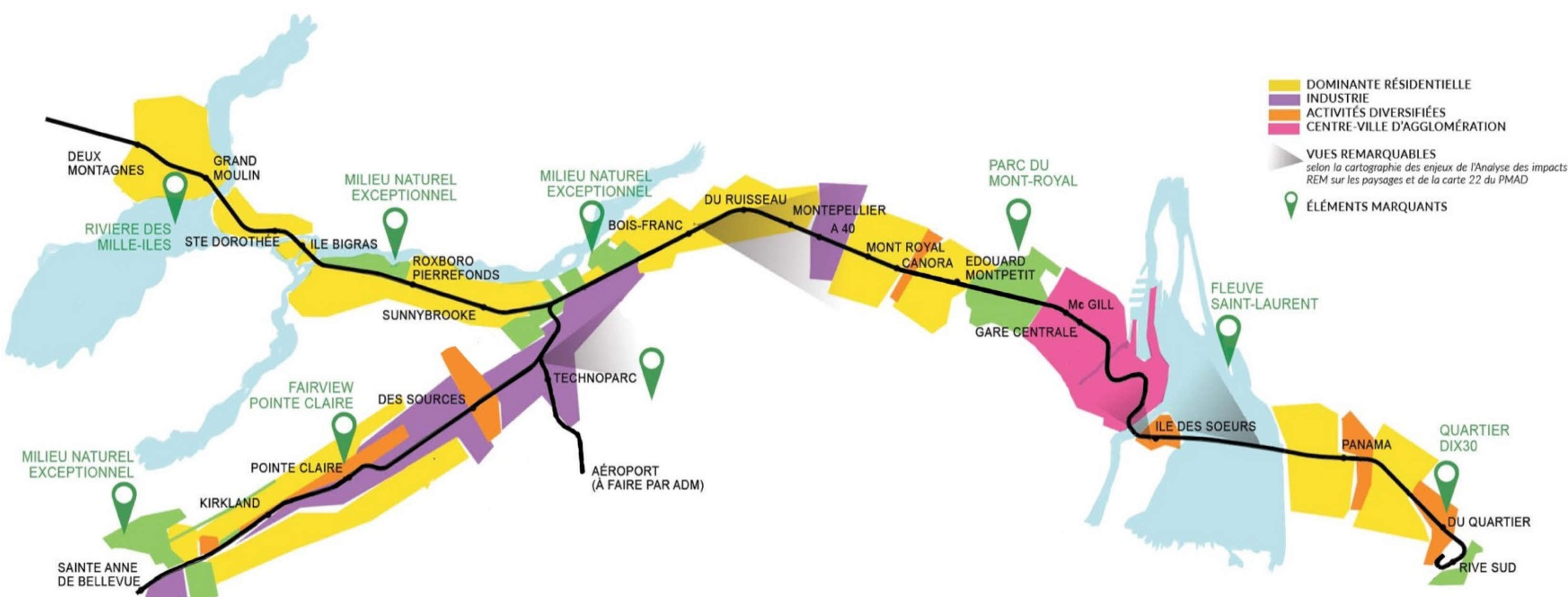


Sounds facilitate the movement and traffic of **all users**, including the visually impaired



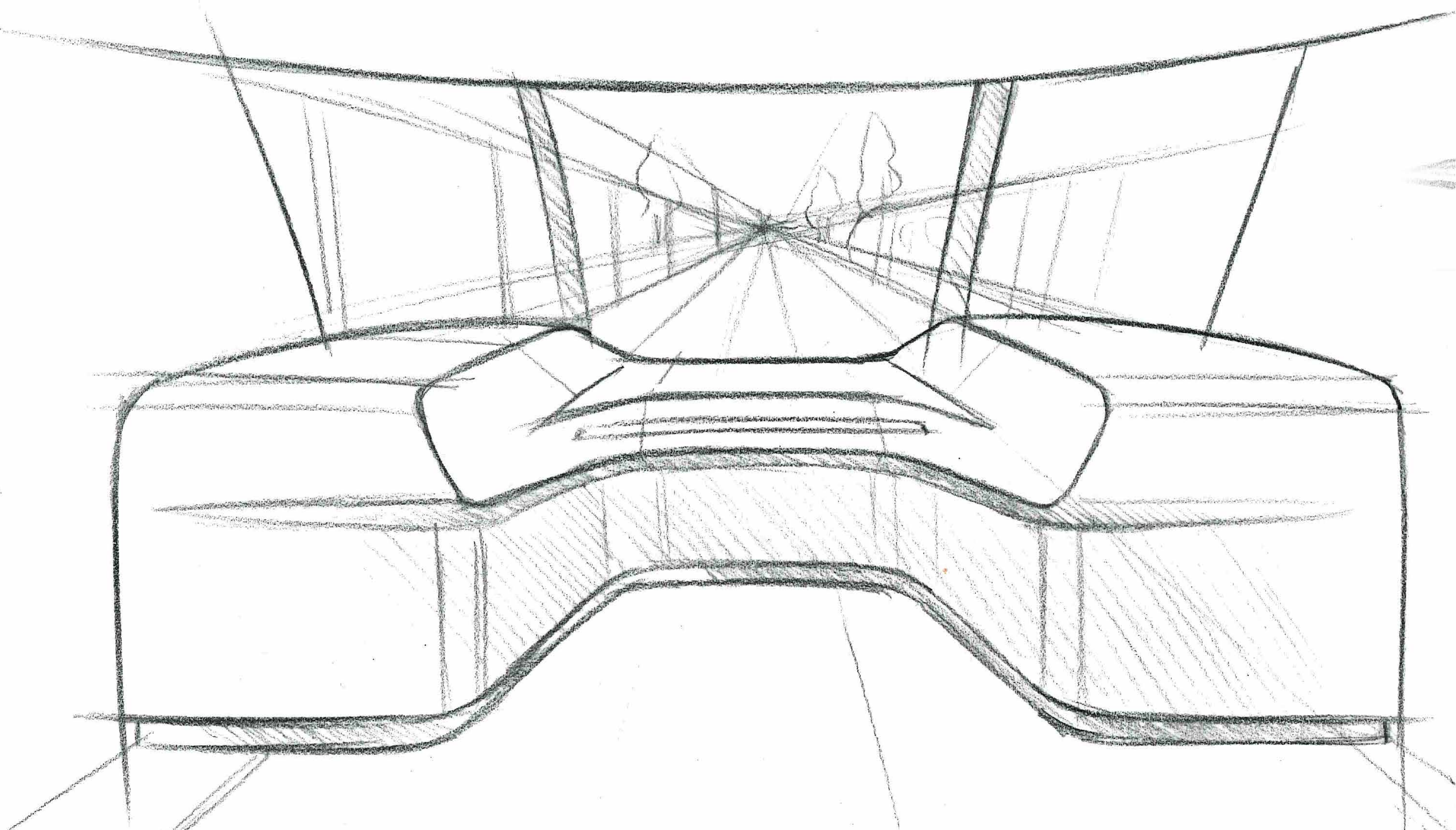
Soundscape

In addition to providing audible signals, how can sound enhance the user experience and highlight the surrounding landscape



A user experience that can:

- Change over time (seasons, special events, time of the day, etc.)
- Highlight the impressive views offered by REM routes
- Enhance the user experience and create a sense of well-being

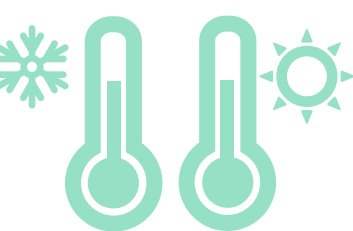


26 integrated and enclosed stations

Enclosed stations



REM stations will be inside enclosed and sheltered buildings. Passengers will be protected from inclement weather while they wait on the platform



Sheltered stations

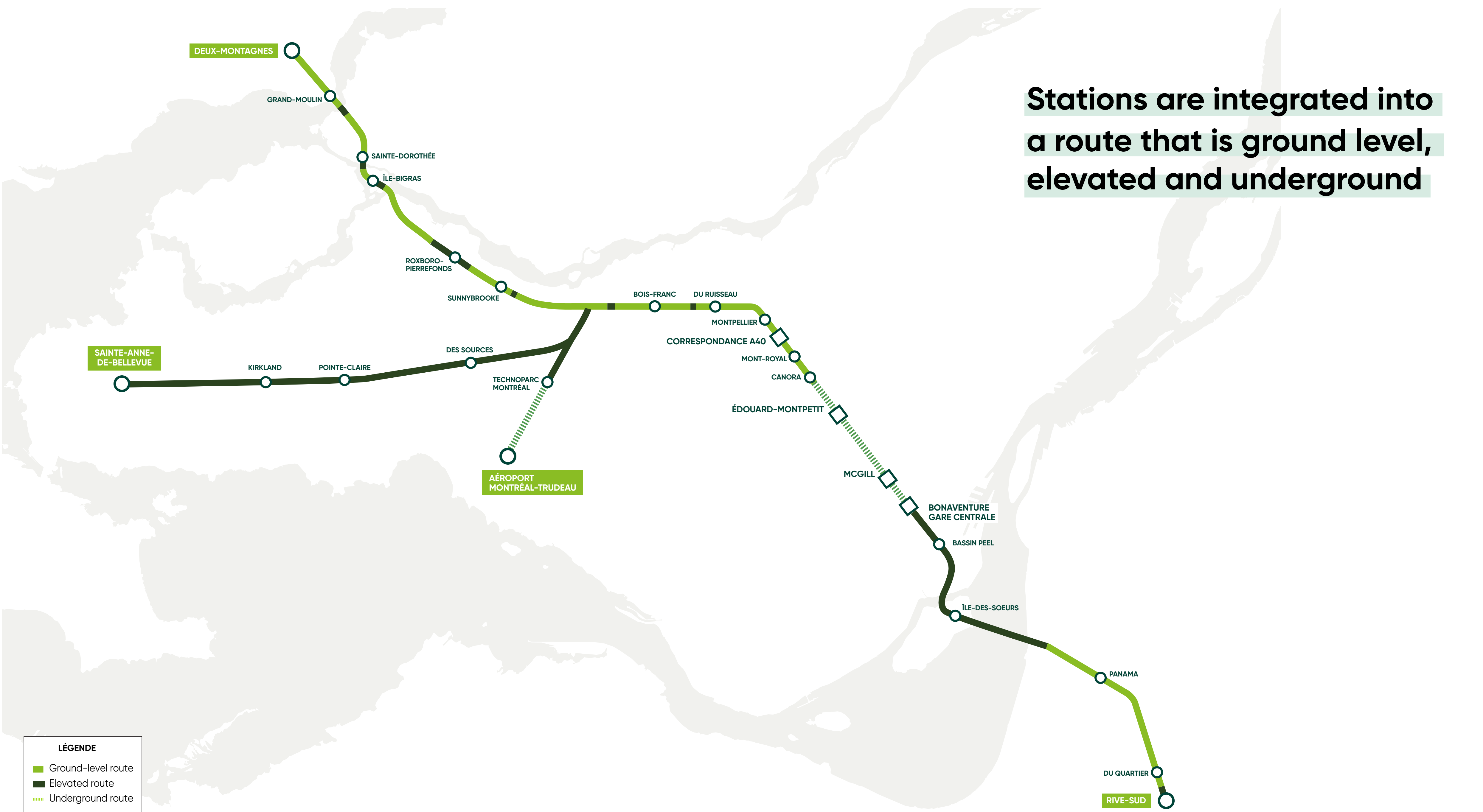


Wi-Fi

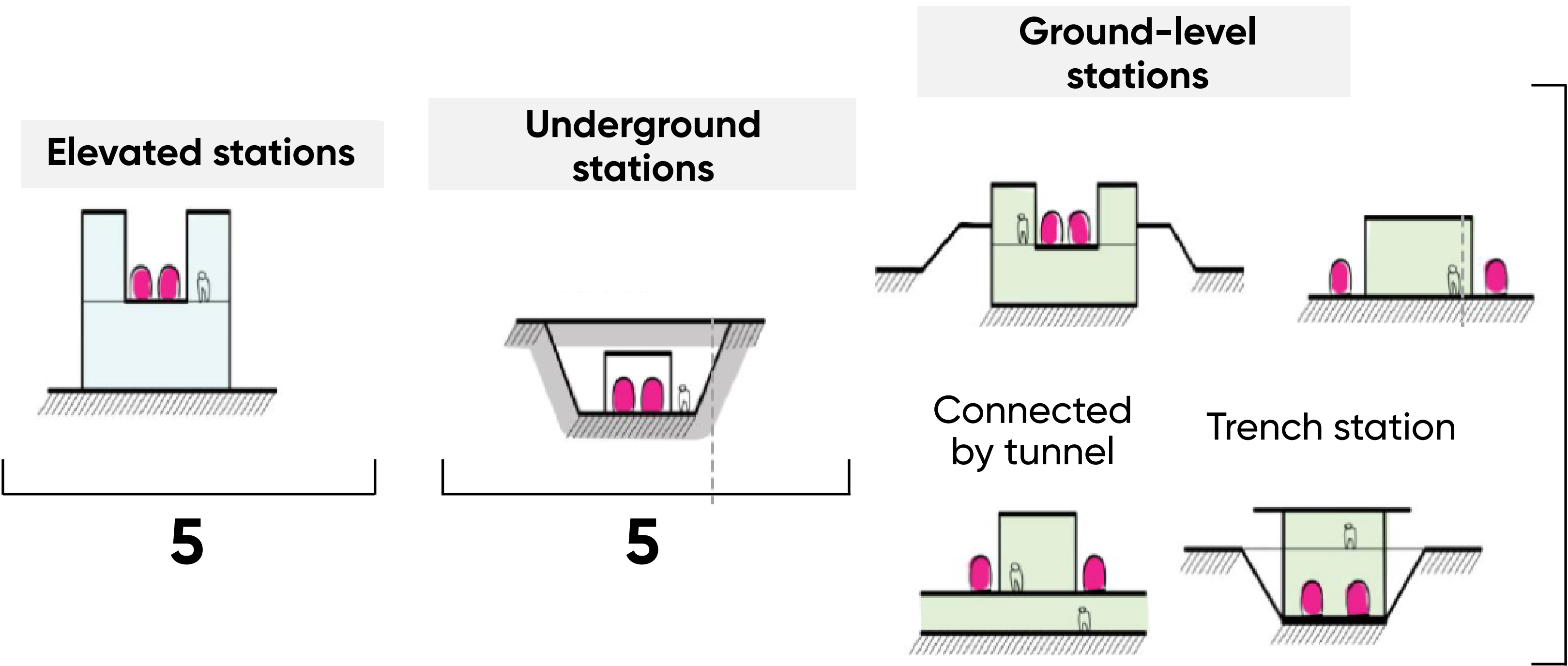


Platforms are 80 m long

Categorization



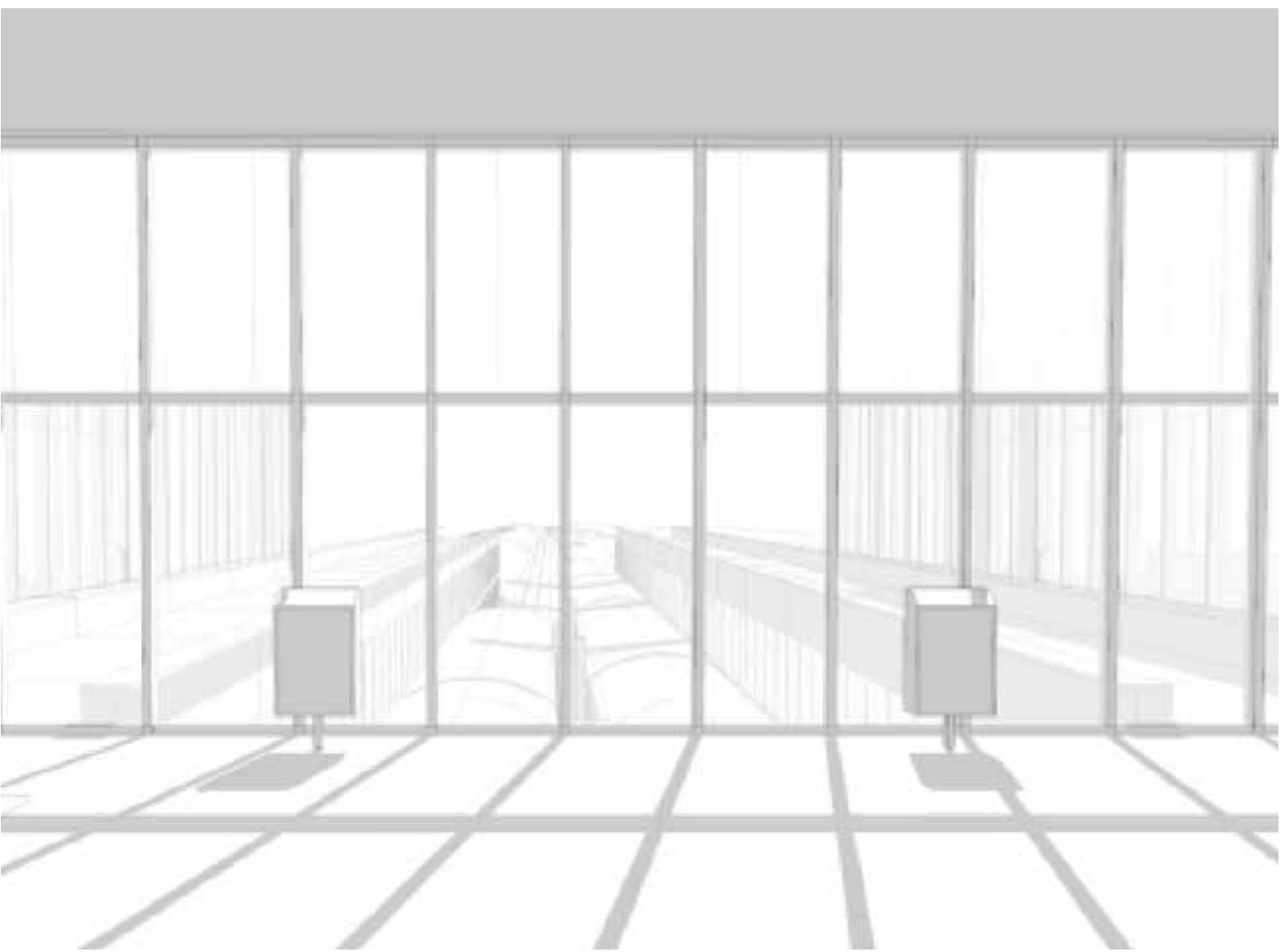
Removal of existing level crossings along the Deux-Montagnes lines, for optimal security.



Architecture

Materials and design principles

Glass



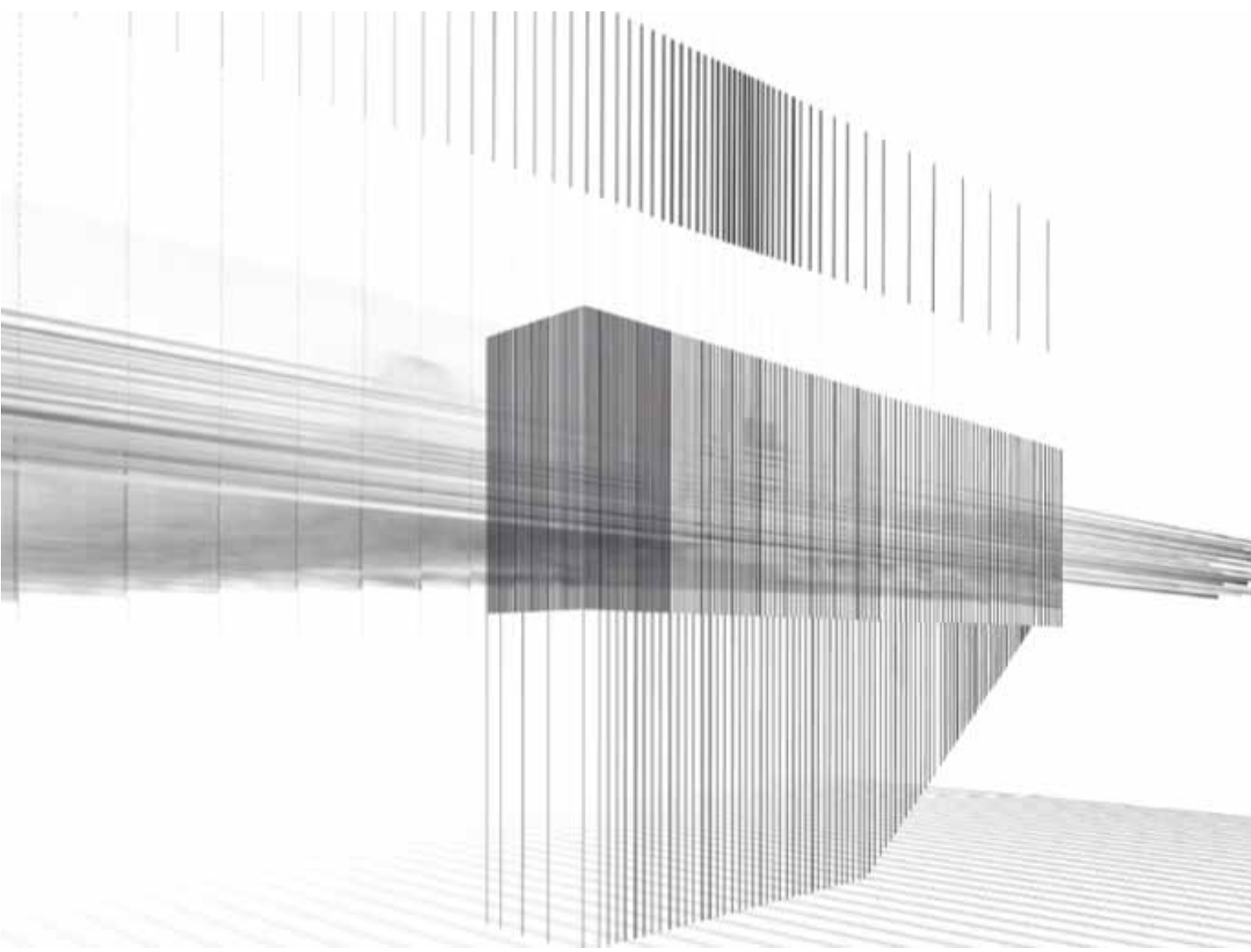
In order to let in as much natural light as possible and for increased safety, the stations are transparent (the concept of seeing and being seen). Fritted glass is used to filter the light.

Wood



Wood is used on station ceilings to provide warmth in the space. This material is used throughout the building and is an integral part of the architectural concept.

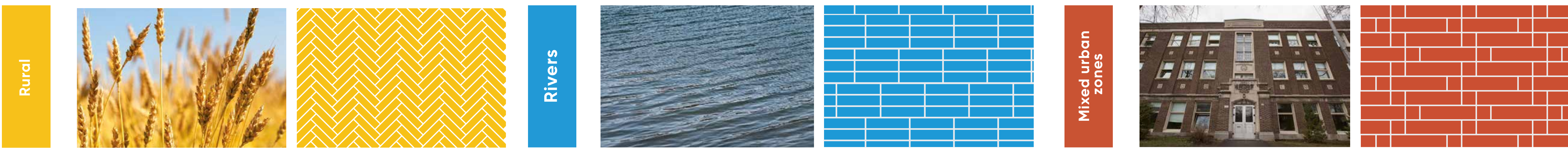
Movement



The expression of movement is a theme that is interpreted in a different way in each station. The use of horizontal and vertical lines serves to express movement in the stations.

Colour strategy

So as to represent the passenger's journey, each branch of the network may be identified by a particular colour that would be visible in the stations, furniture and vegetation.



Coloured surfaces will be visible throughout the stations (tiles, for the most part)



Architecture

Signature stations

Vertical screens will be used to integrate the stations into their surroundings while highlighting their distinctive characteristics. This will facilitate:

- 1

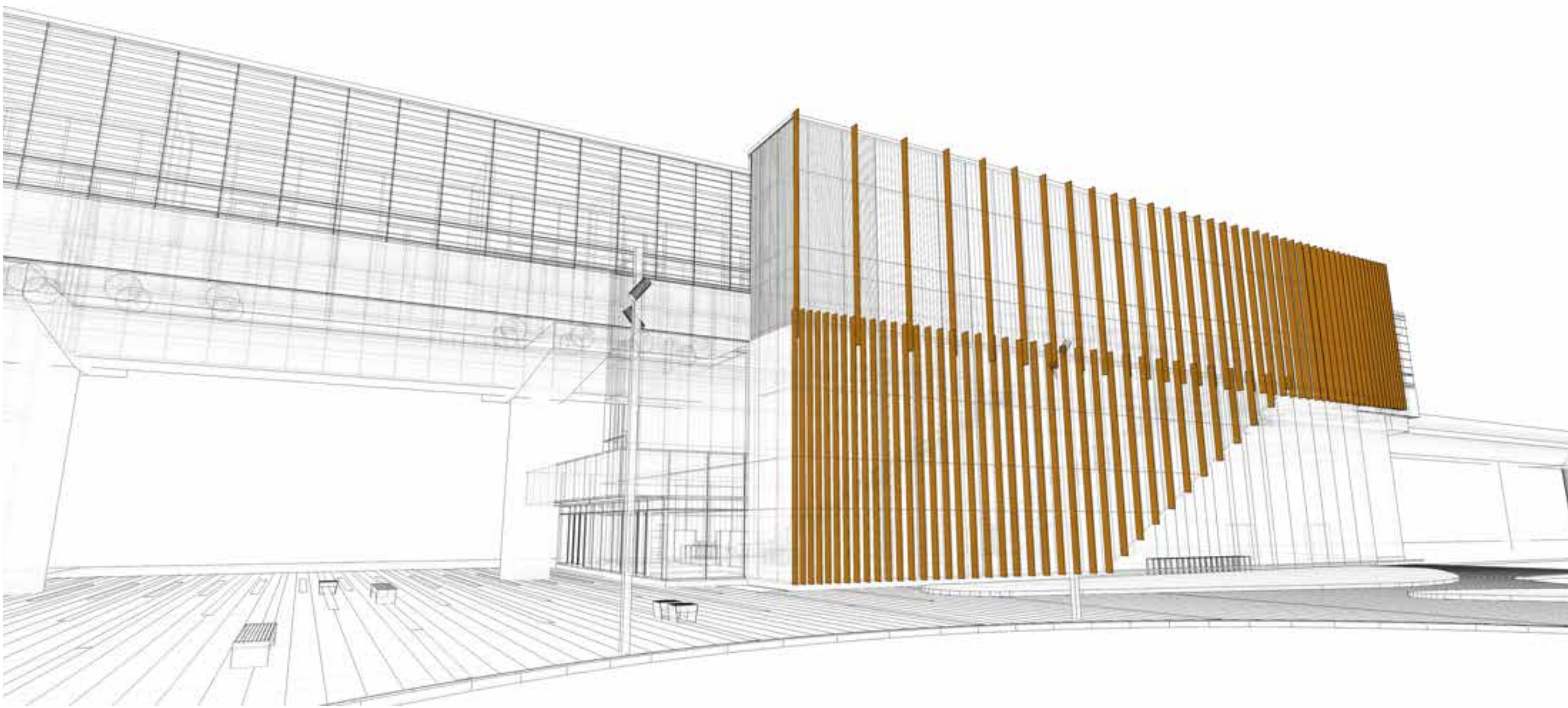
The creation of a filter for the light
- 2

The creation of depth perception effects that align with the architectural language
- 3

The creation of movement that passengers can see while the train is in motion
- 4

Better integration of the stations into the neighbourhoods

Deux-Montagnes



The station will be integrated through the addition of a screen of vertical slats that recall the wood inside the station and the surrounding natural landscape

Île-des-Sœurs

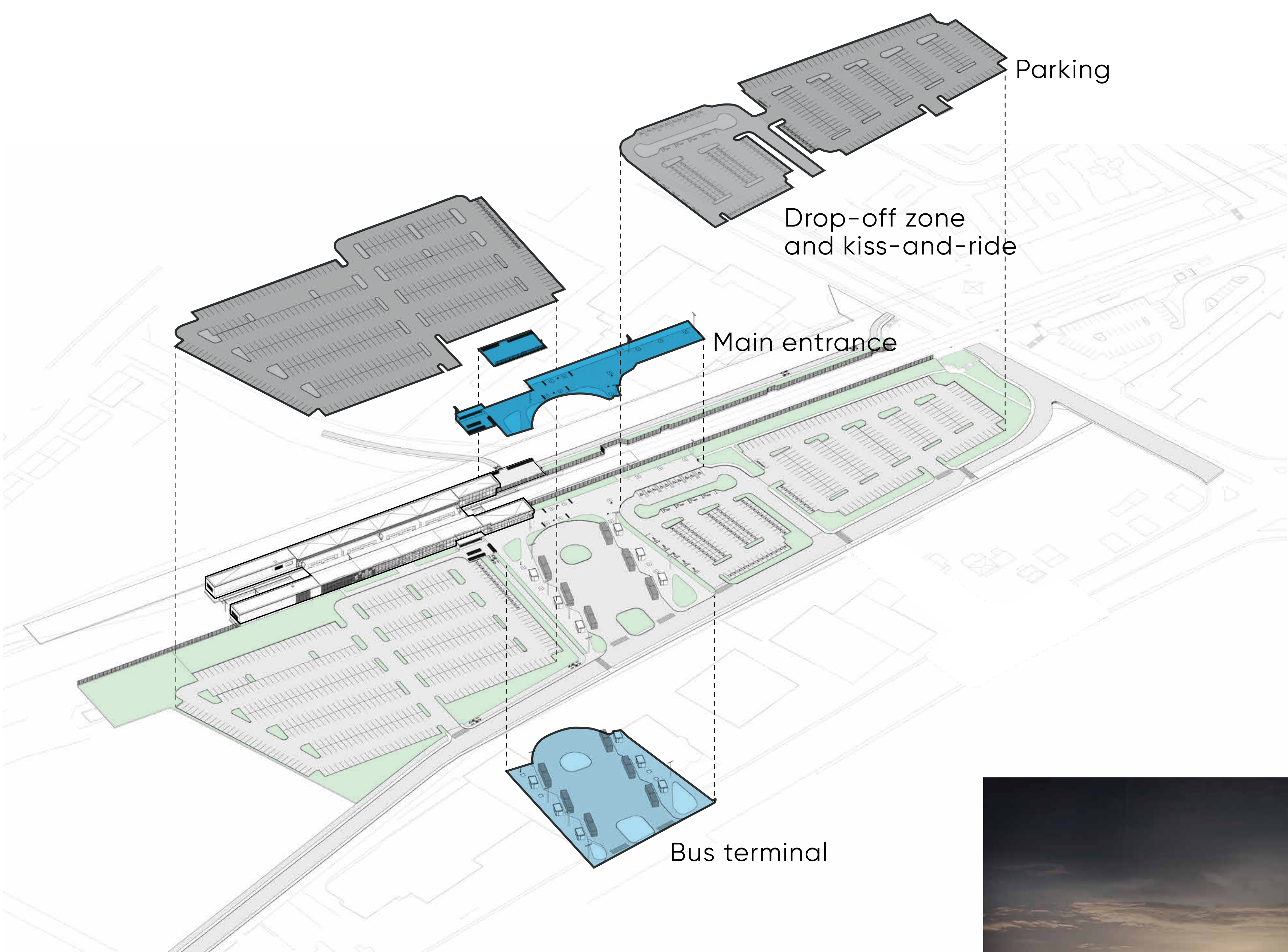


In a nod to the transit corridor of the new Samuel-De Champlain Bridge, cables will be used to create a screen that is reminiscent of the bridge's cables



Onsite amenities and user routes

The onsite zones



Across the entire network:



Bus platforms:
105 platforms



Parking:
± 9500 spaces



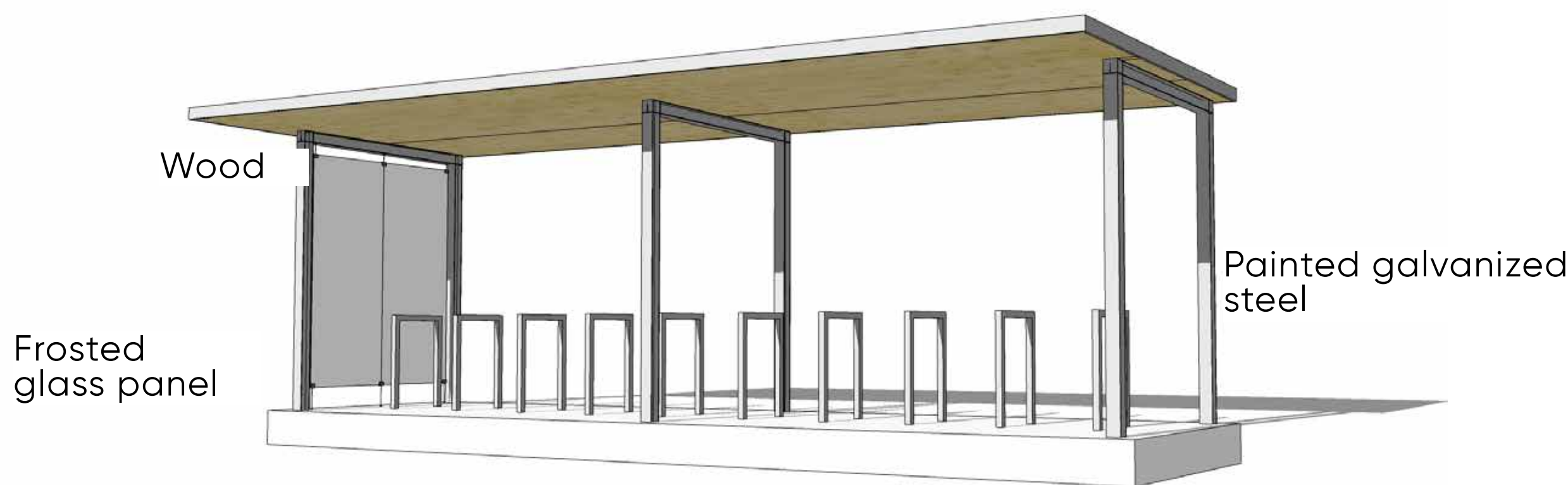
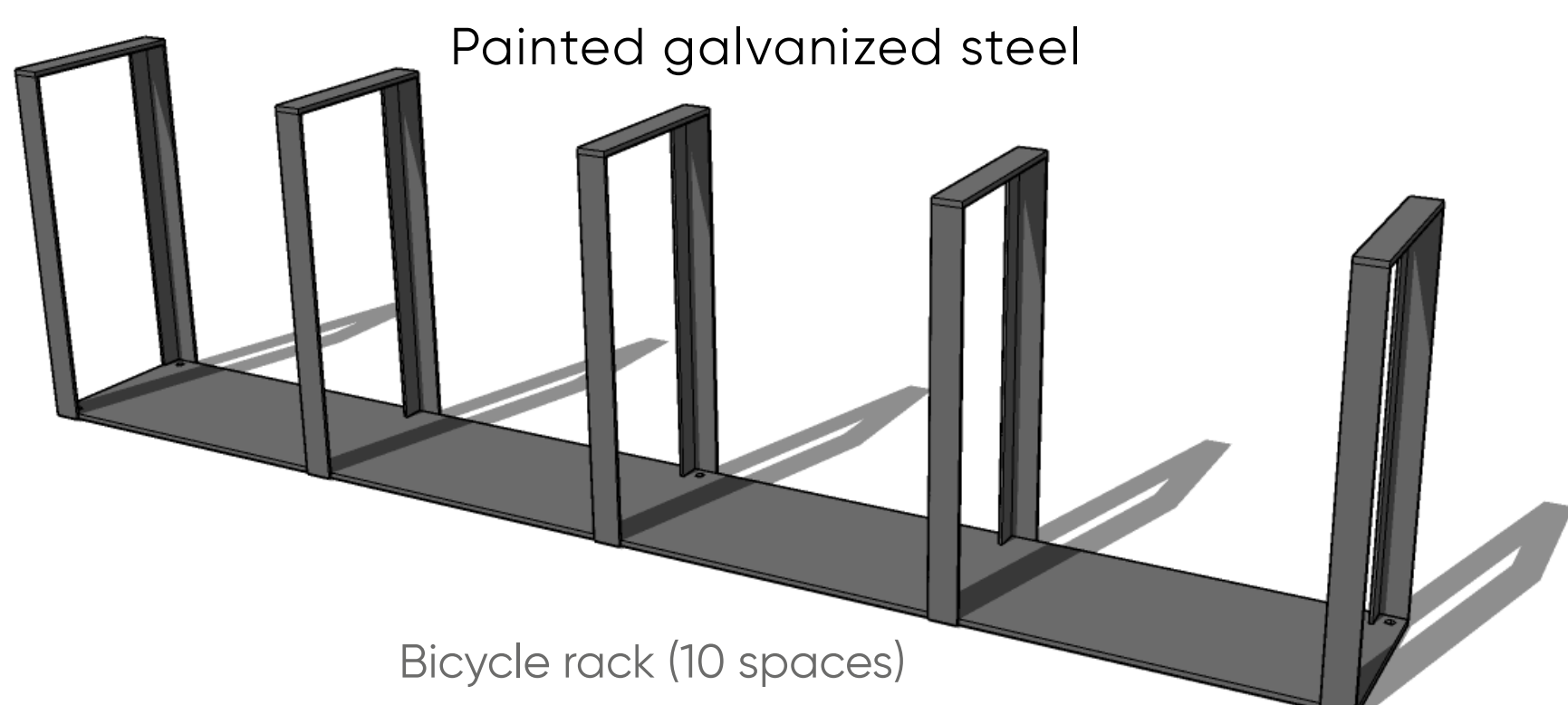
Bicycle racks:
± 1400 racks



User routes



Bicycle racks and bus shelters

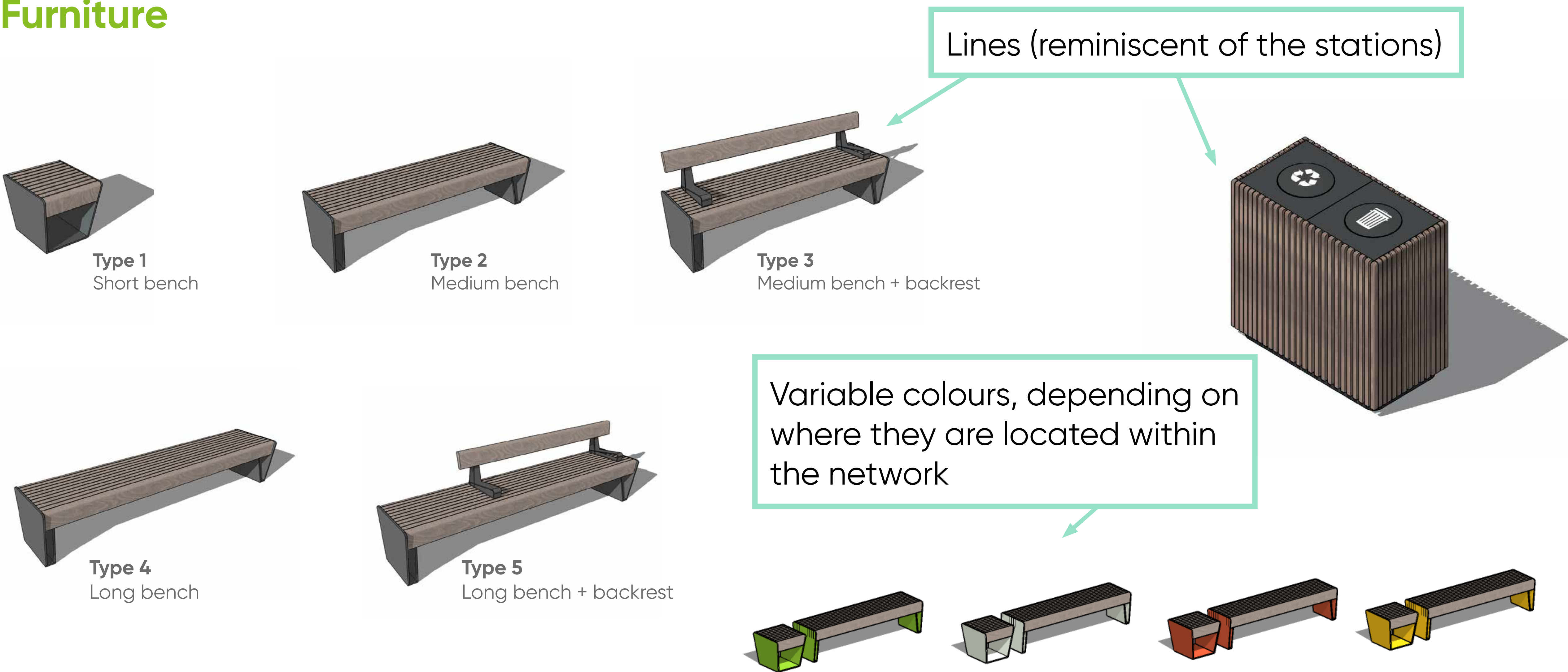


The use of wood and glass in the bus shelters and bicycle rack zones is reminiscent of the station architecture



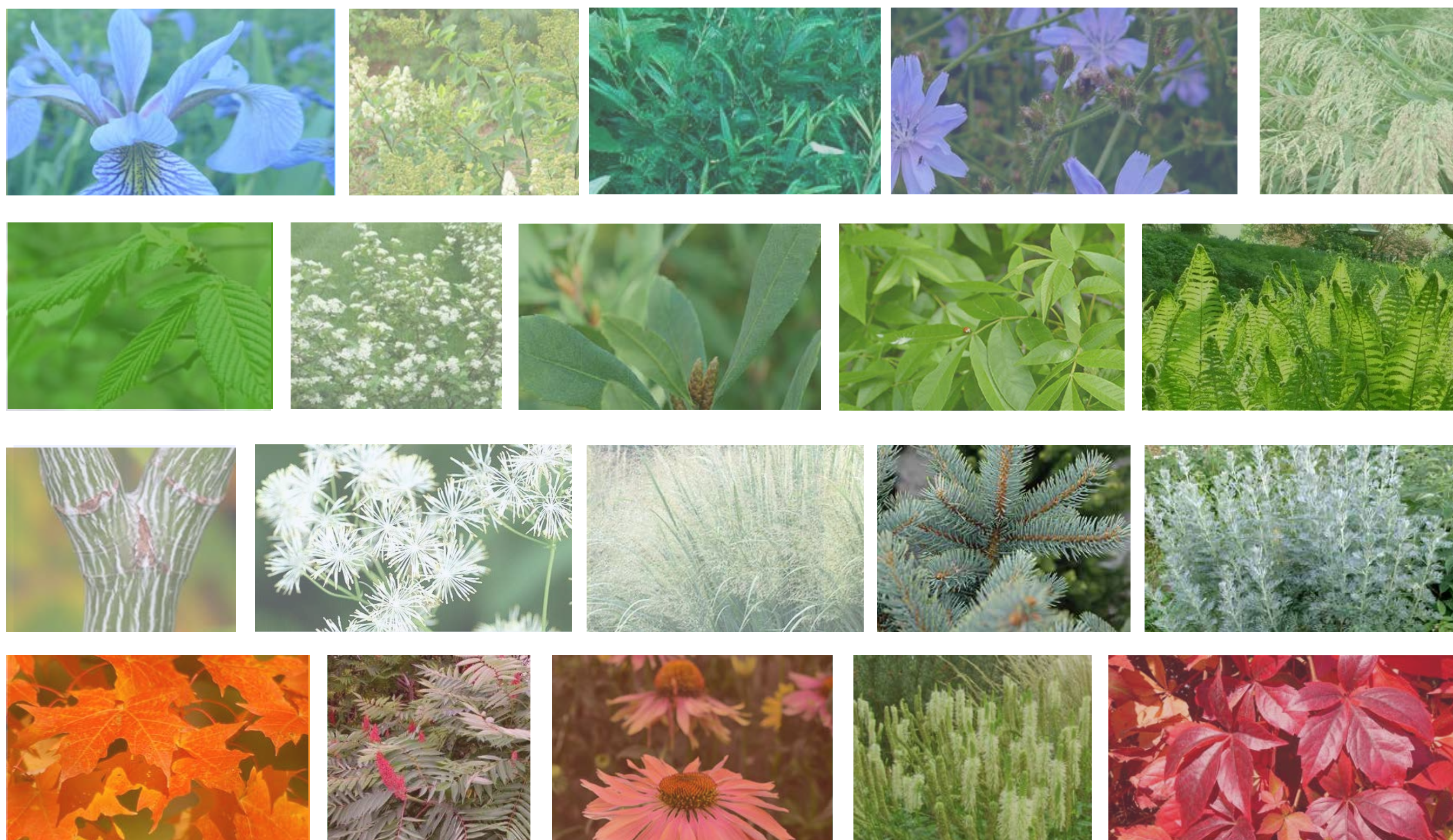
Onsite amenities and user routes (cont'd)

Furniture



Vegetation

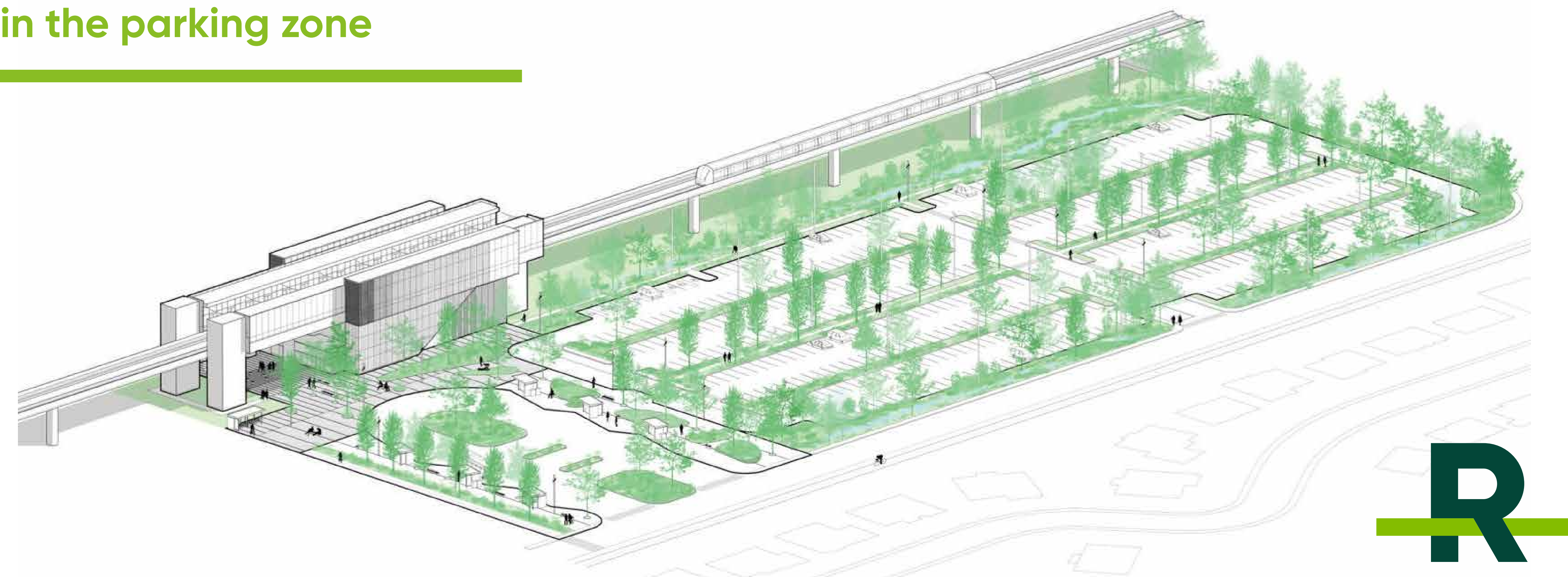
Vegetation of various colours and varieties will be planted on the station sites. The choice will be influenced by the colour strategy of the architectural charter



Placement of the vegetation:

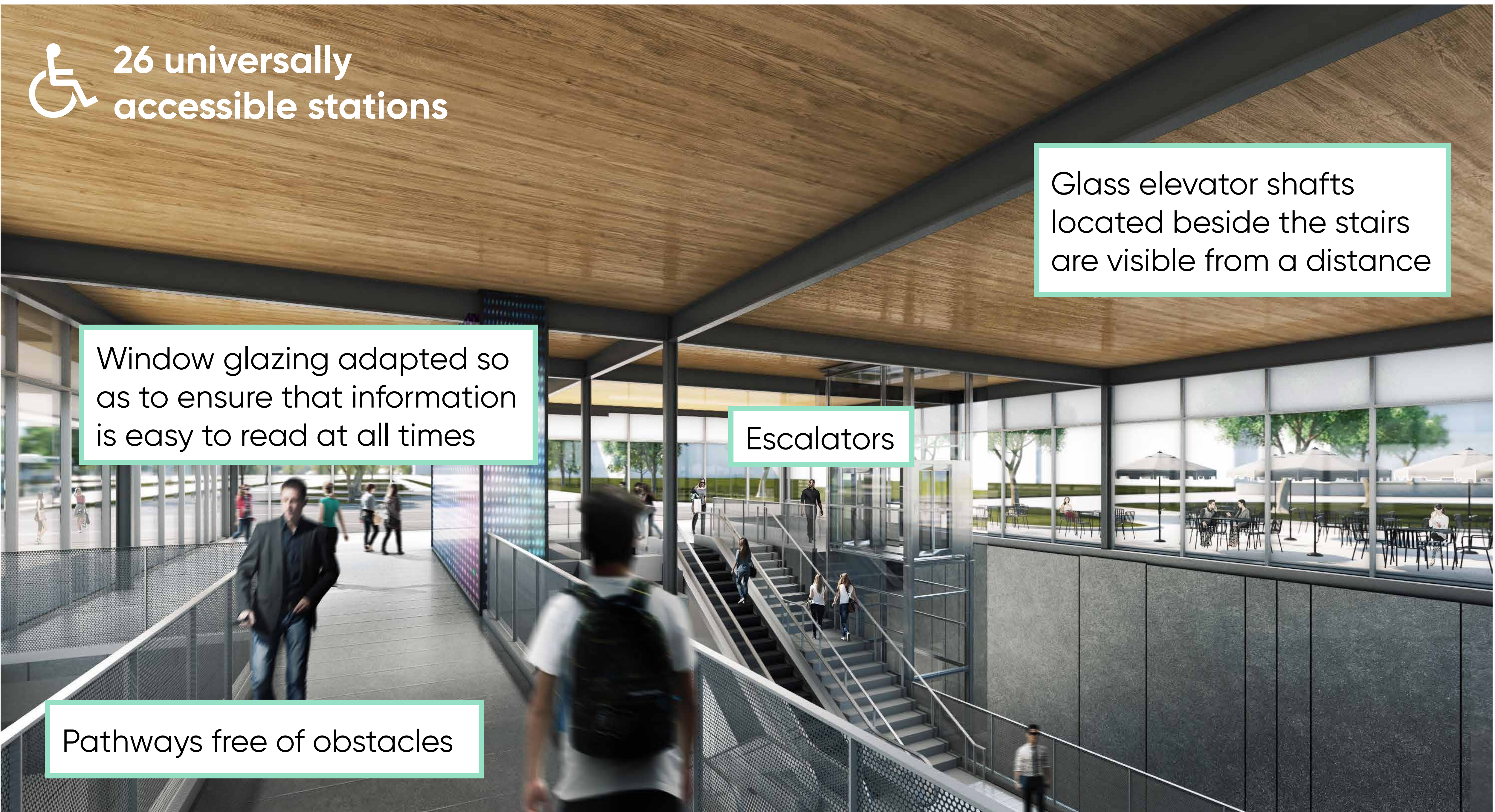
- Main entrance
- Between the site and the tracks
- Parking zone and pedestrian walkway

Minimizing heat islands in the parking zone



Accessibility and passenger movement

Universal access



Toponyms and signage

