

Report

Meeting objective:	Réseau express métropolitain (REM) information meeting
Date and time:	June 5, 2019, 6 to 9:45 p.m.
Location:	Centre culturel de Pierrefonds, 13850 West Gouin Boulevard

Meeting overview:

- Approximately 300 participants
- About 40 questions asked by the public during the question and answer period
- Seven stakeholders present during the informational meeting and the question and answer period:
 - Virginie Cousineau, Public Affairs Manager, REM project office
 - o Jean-Philippe Pelletier, Assistant Director of Project Delivery, REM project office
 - Denis Andlauer, Director of Operations, CDPQ Infra
 - o Giovanni Cipolla, Segment Director, NouvLR
 - Simon Charbonneau, Public Affairs and Media Relations Advisor, ARTM
 - o Sarah Bensadoun, MTQ Spokesperson
 - Pierre Guillot-Hurtubise, 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 9:45 p.m.

The presentation given during the informational meeting addressed:

- The context of the project
- Work completed, in progress and upcoming in 2019
- Interim public transit mitigation strategy

Questions from the public during the question and answer period were varied, but primarily pertained to:

- Justification of suspending the service on the Deux-Montagnes line
- Details regarding bus shuttles to be implemented within the framework of the mitigation strategy, most relating to projected schedules and routes
- Number of parking spaces and ease of access to the stations by car

A video recording of the information session is available at the following link: <u>https://www.youtube.com/watch?v=opJpT_IQLaA</u>. The documentation presented during the meeting is available at the following link: <u>https://rem.info/fr/evenements</u>

Lastly, 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 Kirkland Station sector, there is already quite a bit of traffic. An urban boulevard is planned, but it will be reserved for buses, so	The REM plans the station accesses, but has no authority to plan the developments in the neighbourhoods surrounding the stations.
Would it be possible to review the configuration of this future boulevard, in order allow cars to use it as well? Can the REM play a role in this?	The urban boulevard project in Kirkland is controlled by the municipality – it is not under the REM's jurisdiction. This project existed well before the REM.
What studies have you conducted regarding REM stations and parking lots? Several elements could be improved, such as planning pedestrian overpasses, bicycle paths, green corridors, visual integration, helping to protect the shores, etc.	Arrival of a network like the REM could create a very positive ripple effect, as it could represent an opportunity to review neighbourhood development. These urban developments around the station remain under the municipality's authority, not the REM's.
	As for REM station locations, numerous studies were carried out. In Pierrefonds-Roxboro, the choice was made to keep the stations where they were, since the neighbourhoods have been accustomed to transit services for a number of years.
	As for the urban integration of the REM stations, we share your concern. We have called upon a committee of experts to study this issue.
The information on your website is not always the same: the number of passengers, the number of train cars, REM frequency, station height. It's confusing. Would it be possible to get the correct information?	Some information was uploaded to the website back in 2016. Since then, some design aspects have evolved. We will correct that.
	The Roxboro-Pierrefonds and Sunnybrooke stations are elevated.
	As for train passengers, the normal capacity is 600, with a maximum capacity of up to 780. It's the nuance between these two numbers.
	As for the number of train cars, there will be four during peak hours and two during off-peak hours. In other words, trains will be longer during peak hours.
	Frequencies at peak hours:
	 5 minutes - Deux-Montagnes line 10 minutes - Sainte-Anne-de-Bellevue line 10 minutes - Airport line 2½ minutes - between Bois-Franc and Rive-Sud
	Frequencies at off-peak hours:



Questions	Answers
	 15 minutes – Deux-Montagnes, Sainte- Anne-de-Bellevue and Airport lines 5 minutes – between Bois-Franc and Rive- Sud
	To get a better picture, consult the network map on the website's homepage: <u>https://rem.info/en</u>
Elsewhere in the world, Alstom Metropolis type trains have experienced problems: doors don't open, trains forget to stop at stations, and trains running in the wrong direction have caused accidents. How are you going to prevent these problems here?	The REM will use the Metropolis line of cars, manufactured by Alstom.
	These trains are adapted to take into account local conditions. For example, for the REM, the cars will be designed to take into account the
	It will also be an automated system, which is much more reliable than the metros with their drivers – much more reliable. When uncertainties arise, the system will simply stop, to prevent incidents.
Regarding the temporary bus shuttles that will connect the Roxboro-Pierrefonds and Sunnybrooke stations with the Côte-Vertu station, will there be a new shuttle, since the 213 line is currently full?	Yes, there will be a shuttle added to the existing 213 line. All other details will be announced in September 2019.
Note: other people asked questions about the temporary bus shuttles, wanting to know the schedules, routes, as well as the possibility of a shuttle running all the way to the Pointe- Claire station.	
You say that the train service has to be suspended for two years to reconfigure the Western Junction.	The junction with the Mascouche line was simply a crossing (like an X) with the existing rail line. That allowed the contractor to limit service interruptions
Yet, the junction with the Mascouche line was built by suspending train service for a couple of weekends.	For the Western Junction, it's not a crossing, but rather a track that is joining the existing right-of-
Why is it so long with the REM?	way (like a Y). It's two different designs.
You said that there would be no suspension of train service. Why did that change?	From the very beginning, our objective has been to minimize disruptions.
	However, we eventually had to make a decision that would ensure passenger and worker safety.



Questions	Answers
	We pushed the limits as far as possible, but the reality is that the service has to be suspended – there is no other choice.
Citizens in the Mount Royal and Canora area complained about construction noise from work carried out night and day. Furthermore, the REM is not required to comply with municipal regulations regarding poise	The REM is not subject to municipal regulations. However, in the decree, the Ministère de l'Environnement and the Ministère des transports established noise standards that the REM must respect.
How do you explain this?	The REM must implement measures to decrease sound levels as close as possible to the normal ambient noise levels measured before work began.
	Furthermore, instruments are continuously measuring noise in real-time to verify whether standards are being met: https://www.suivienvironnemental.info/#/noise
Why aren't there public washrooms or cafés in the REM stations?	Stations aren't equipped with washrooms or businesses because with the REM's high frequency, users won't have to wait long at the stations.
You say that you are in negotiations with BIXI and Communauto, but these services aren't currently offered on the West Island. Will they be, eventually?	Yes, the goal is for these services to be offered in Roxboro-Pierrefonds and Sunnybrooke. We are working with the various partners to develop these services in the area. REM commissioning on your branch is scheduled for 2023, so we have time.
Can you guarantee that bus service will be enhanced with the arrival of the REM? For example, bus line 208 runs every 30 minutes during peak hours, which completely negates the benefit of the REM departing every 5 minutes.	The Société de Transport de Montréal (STM) will completely revamp the bus systems, and a public consultation is planned on that subject. You can follow this consultation on their website: <u>http://stm.info/en</u>
It is important to be able to easily access the REM by car, since a significant portion of the population needs a car, such as families and the elderly. The number of parking spaces initially was	Initially, the City of Sainte-Anne-de-Bellevue planned for 2000 parking spaces. However, the City asked us to review that, to limit the impact on wetlands and improve traffic flow in the Sainte-Marie Road area.
going to be 2,000, then it was 400, and now, we don't even know anymore. Why isn't it 2,000 spaces anymore?	Furthermore, the Kirkland Station was initially going to be at the corner of Saint-Charles Boulevard, with 500 parking spaces. However, at the City's request, we moved the Kirkland



Questions	Answers
	Station to the corner of Jean-Yves Street.
Note: other people mentioned the need to easily access the REM stations by car. Some people, especially elderly people, emphasized that they feel isolated and need a vehicle to travel	We are currently in discussion with the adjacent property owner – RioCan – to integrate the REM station into its shopping centre project. At this time, the number of spaces hasn't been defined, since discussions are in progress.
	We can assure you that there will be parking spaces. We understand that it is a need for the people on the West Island.
Why not build a multi-level parking garage? The current number of spaces is insufficient – why not simply build more?	The more parking spaces we create, the more congestion there will be in the area. It also creates a security issue in residential neighbourhoods.
	The chosen solution is to preserve the current capacity and add options for accessing the stations other than by car – bus, BIXI, car pooling, etc. We want people to have more options to get to the REM, to avoid using their personal vehicles as much as possible.
In light of the legal proceedings against it, does SNC-Lavalin have any contracts with REM?	The RFP process was governed by best practices. The consortium who won the contract was NouvLR, composed of five companies, one of which is SNC-Lavalin.
The scheduled work times have not been complied with near my house. Work continued at 2 a.m., causing a lot of noise. Furthermore, the telephone number for filing a complaint was not on the work notice.	Normally, the number of filing complaints is on work notices. The number is also on our website and refrigerator magnets we distributed last fall. As for work in Bois-de-Liesse, schedules were complied with, other than certain work that took place earlier in the morning than expected. There is no work at night carried out in that area
In 2017, we were almost flooded by the Bois- de-Liesse stream. This spring, there was almost no trace of water. Where did the water go? Was it some backfilling that you did?	As we were working in Bois-de-Liesse, we noticed two existing culverts that were clogged, preventing water from flowing. We unclogged them, so now they are working
	properly.
Could I receive an invitation to be part of the Work group with employers?	Our goal was to work with the major commuter generators. We will take some time to discuss with you.
Have you planned to provide financial	No, we have not planned for any financial



Questions	Answers
assistance to compensate employers and businesses who will suffer from decreased revenue around the stations?	compensation. Instead, we intend to work proactively to maintain businesses' accesses and visibility, and to minimize impacts as much as possible.
Will the REM extend all the way to Dorval? We're told that the possibility was studied, but what has come of it? I would really like for that extension to happen.	That project requires a commitment from the federal government, as well as the creation of an intermodal hub with exo, VIA Rail, the STM and the Airport. We have to take into account the interest of each partner. There is a possibility, and the federal government is currently studying this question.
What will the actual size of the elevated Roxboro-Pierrefonds Station be? It will be located near people who live in a quiet neighbourhood. The station is going to	As for the elevation, the requirement is to meet a minimum clearance of 5.3 metres above the road. As for the REM structure, it will be approximately 3 metres tall.
ruin our quality of life.	Regarding the length of the REM's elevated segment at the Pierrefonds-Roxboro Station, the elevated structure will begin around 11 th Avenue and run to Des Sources Boulevard, so approximately 1.5 km. We don't have the exact calculation. The Roxboro-Pierrefonds Station will be to the right of the current park-and-ride lot and bus loop.
	Exact measurements remain to be seen; the station design has not quite reached that stage yet.
Noise generated at greater heights spreads very quickly. I'm afraid that the REM is going to be noisy.	In 2016, ambient noise studies were conducted; those results are available on our website.
	In the next year, NouvLR will create a new sound model for the entire Deux-Montagnes line.
	Furthermore, the decree requires us to implement mitigation measures in the event that the REM's sound levels make too great of an impact.
I am concerned that there will be criminal activity under the REM's elevated structure.	Our desire is for the REM's infrastructures to be extremely secure.
How do you plan to ensure security beneath the tracks?	There will be surveillance inside our stations. 95% of the space inside REM stations will be covered by surveillance cameras.
	Furthermore, an intervention protocol is planned with municipal authorities and



Questions	Answers
	emergency services.
Why do municipalities only have 10 days to react to the REM's demands?	We have been working closely with the cities where each REM station will be located since 2016, in order to deal with as many elements that could impact urban integration as possible.
	A collaboration framework was established with the City of Montréal. With certain project aspects, this framework did indeed provide for 10 days to review documents. However, that doesn't account for all of the discussions we have had continuously with the cities since 2016.
Regarding suspension of Deux-Montagnes train service, large companies like Hydro-Québec and Desjardins were called upon to offer teleworking or to modify work schedules.	Yes, in fact, we are in discussions with major companies and the Government of Québec in this regard. As for the federal government, we have taken
However, I haven't heard of the federal government's involvement in this endeavour, even though it has numerous offices and employees downtown.	note of this suggestion.
Was the federal government approached at all about this?	
There should be a better relationship between people on the REM project. How can I help you create those connections?	There are already several channels of communication on the REM, including the Neighbourhood Committees, on which citizens have a seat. These committees have helped identify concrete paths for improvement on our construction sites.
At 11 th Avenue, I see some risks with the schools and children in the area. Will it still be possible to travel through there?	The REM structure will be elevated in that area, and the current grade crossing will be eliminated. 11 th Avenue will run beneath the REM's elevated structure.
	Thus, children will no longer have to cross the existing railroad, which will eliminate this risk.
You say that there will be more buses during REM work, but I doubt that is really going to happen. Has the increased number of buses actually been budgeted?	The mitigation strategy is an extremely important aspect to the Ministère des transports, who has allocated a \$190-million budget for it. The goal is for the service to be efficient. This is a concern shared by all partners
	involved.

Presentation begins at 7 p.m.

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



Réseau express métropolitain

Informational meeting Pierrefonds-Roxboro

June 5, 2019

Réseau express métropolitain

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Agenda

- The REM arrives in Pierrefonds-Roxboro
- Work strategy
- Upcoming work in 2019
- Interim public transit mitigation strategy
- Question & answer period



Arrival of the REM in Pierrefonds-Roxboro

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 2023



Frequency, travel time and capacity

🕂 Fast

+ Frequent

Large capacity Roxboro-Pierrefonds – Gare Centrale: 23 minutes Sunnybrooke – Gare Centrale: 21 minutes Roxboro-Pierrefonds – Airport: 18 minutes Sunnybrooke – Rive-Sud: 37 minutes

20% more frequent5 minutes during peak hours15 minutes during off-peak hours

2.5 times more people during peak hours (42,120 people) **Nearly 7000 seats** during peak hours (MR-90 = 8100 seats)

The REM: quieter technology

Current exo trains – 300 m

2 cars during off-peak hours — 40 m — 14 h/day

REM rail cars

- -Weight: 180 tons
- -No train whistles at station arrival or grade crossing alarms
- -Electric brakes
- -Welded rails with rubber pads across the entire network

REM stations and rail cars

1400 parking spaces 120 bicycle racks 15 kiss-and-ride lanes 6 bus platforms (more stops on streets)

Autorité régionale de transport métropolitain

Lines to mimic **movement**

Glass for its **transparency** and natural light

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

Station facilities

Indoor area

- Landscaped for biodiversity
- Public areas at entrances
- Users will be able to move about safely
- Street furniture

- Platforms inside an enclosed, climate-controlled building
- Platform screen doors to maximize reliability and safety
- Universal accessibility
- WiFi throughout the network

Performing the work

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Roles and responsibilities

More than 20 work planning and monitoring committees

DESIGN – ENGINEERING

PROCUREMENT

CONSTRUCTION

Relocation of public utilities

Construction of station foundations

Construction of infrastructures

Architectural renderings

Upcoming work in 2019

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Rivière-des-Prairies

Montréal – Île Bigras sector – Work scheduled to begin summer 2019 to December 2020

Impacts and mitigation measures

Impacts	Examples of mitigation measures
Cutting of trees	 Reforestation where deforestation took place
Noise, vibration and dust	 White noise vehicles, when possible Acoustic screens Dust control and sprayers Seismographs (vibration measurements) Noise and air quality measuring stations
Trucking and hindrances	 Trucking routes discussed in collaboration with the City and borough Traffic Management Plan Flaggers Adapted signage

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

Réseau D express métropolitain

Autorité régionale de transport métropolitain

MITIGATION STRATEGY

MAJOR CHALLENGES

28

Irreplaceable diagonal Mount Royal – an obstacle to circumvent Metro's Orange line (east branch) Road congestion

MAIN METROPOLITAN COLLABORATION POINTS

INTERIM NETWORK

Highway network and priority bus measures

Work group with users

Steering committee – North Shore and Laval

Municipalities and local networks Public transit stakeholders

FOUR PILLARS OF THE NEW INTERIM NETWORK

NTERIM NETWORK

30

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

33

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

Question & answer period

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NORTH SHORE

Reliability and efficiency

A high-frequency metro

4 cars during peak hours

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

Constant communication between the train and the command centre

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

View of downtown Montréal

Crossing over the Samuel-De Champlain Bridge

Breathtaking views of Greater Montréal

Bridge crossings on the North Shore

Services and comfort

Accessibility and passenger movement

Universal access

Intercom system at user height (to call the command centre in the event of an emergency)

Passenger information broadcast at all times (both sound and visual)

Image for information purposes only

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

4 reserved spaces per off-peak hours departure 8 reserved spaces per peak hours departure

Free-flowing passenger movement

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

Categorization

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

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

Architecture

Materials and design principles

Glass

Wood

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 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:

The creation of a 2 1 filter for the light

The creation of 3 depth perception

The creation of movement that

4 Better integration of the stations into

effects that align with the architectural language

passengers can see while the train is in motion

the neighourhoods

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

User routes

Bicycle racks and bus shelters

Wood Painted galvanized steel Frosted glass panel

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)

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

Glass elevator shafts located beside the stairs are visible from a distance

Window glazing adapted so as to ensure that information is easy to read at all times

Toponyms and signage

Consultation is underway with partners and citizens to ensure that REM signage is integrated into that of the metro, bus and commuter train networks

Rivière-des-Prairies

Montréal-Île Bigras sector

Work scheduled to begin in July 2019

 New, dual-track REM railway
 bridge, adjacent to
 the existing bridge
 between
 Montréal and lle-Bigras

 Preparatory work on the north and south sides of the Rivièredes-Prairies bridge

ROXBORO/SUNNYBROOKE SECTOR

MEASURES BY SECTOR

2020 to mid-2021

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MEASURES BY SECTOR

NORTH SHORE SECTOR

MEASURES BY SECTOR

