

Information meeting about the REM in Pierrefonds-Roxboro – Highlights and answers to questions

Date and time: March 29, 2022, 6: 30 to 8: 30 pm

Location: Online via the icastPro platform

Highlights of the meeting

- 427 participants
- About thirty questions were received beforehand or asked during the evening. –
- Approximately 140 questions and comments received in writing during the evening
- Three stakeholders attended the information meeting and question and answer period:
 - o Giovanni Cipolla, Deux-Montagnes Segment Director, NouvLR
 - o Nicolas Deschatelets, Community Relations Advisor, REM
 - o Jean-Philippe Pelletier, Delivery Director – Deux-Montagnes, REM
 - o Pierre Guillot-Hurtubise, Facilitator

Meeting agenda:

- Presentation on the REM and the work
- Question period: answers to questions submitted beforehand and those asked by participants during the evening (through a question module with an opportunity to speak up).

Content of the presentation:

- Background
- The REM in Pierrefonds-Roxboro
- Ongoing work and work in 2022
- Construction work of the elevated structure
- Communication tools

Main topics during question period:

- Height and configuration of the railway (new overpasses and elevated structure)
- Work and mitigation measures
- Permanent noise barrier walls
- The REM operating period

Documentation

A video recording of the information session and the documentation presented during the meeting are available at the following link: [Virtual Information Meeting - Pierrefonds-Roxboro and Sunnybrooke station sectors | REM](#)

Written answers

Many questions were asked during the evening and our team could not answer all of them. Here are our answers to the remaining questions. Note that similar questions have been grouped together by topic for ease of reading.

Will there be green space under the structure? Will it also be fenced in?

- The underside of the overhead structure will be greened
- Our teams are currently analyzing this issue, we will update the information when the decision is made.

Will there be charging stations for electric cars at Pierrefonds-Roxboro station? If so, how many?

- At Pierrefonds-Roxboro station, 15 parking spaces with charging stations for electric cars are planned. The charging stations planned are level 2, i.e. 240 volts. For Sunnybrooke station, 10 parking spaces with charging stations for electric cars are planned.

It's obvious that 90% of the people riding the REM will be standing. Please consider shorter people who can't reach high bars or comfortably hold those rubber handles, and include more actual bars to hang onto. The current design is not inclusive and doesn't take the comfort and needs of women and younger people into account.

- REM cars were designed to meet specific accessibility standards.
- A virtual and a life-sized model were reproduced in Montréal and were tested by several people with reduced mobility to make sure that everything was in order before manufacturing began. A train with four cars will have eight reserved spaces for people with reduced mobility as well as for strollers, baggage or bicycles. Colours were chosen to make effective use of contrasts, so that people with visual difficulties can easily identify elements, for example doors (dark green) and grab rails (fluorescent yellow).
- An article about this topic is available on our website: <https://rem.info/en/news/rem-seating-and-capacity>

What is the plan to keep these indoor stations safe for transit users, particularly I'm thinking women traveling alone at night, etc.

- 95% of the space inside REM stations will be covered by surveillance cameras connected to the Command Centre where employees will closely monitor the safety of REM users? Cameras will also be installed in REM cars. Teams will be in the stations and on the trains to ensure the safety of passengers.
- People will be able to communicate with the Command Centre at all times via intercoms in the REM cars.

Many trees were removed from the area between Sunnybrooke and A Ma Baie. It is not pleasant sight to look at now, to say the least, and has significantly decreased privacy. Are there plans to replant trees specifically in this area? Additionally, are there any plans to increase the privacy in this area to block our homes from the REM passing, being that is a raised platform?

- We sometimes have to clear the work area of any obstacles (old fences, vegetation, etc.) so that we can get our work done. This is exactly what happened in your area. Our goal is to cut as few trees as possible, following the industry's best practices. That is why, before any cutting is done, our experts do an inspection to validate the status of the trees in the way and we coordinate with the teams in charge of this work.
- No compensation will be paid for the cutting of those trees because they are located within the railroad right-of-way. However, we have also made commitments to reforest 110% of the temporary work areas and replace the cut trees once the work is completed. Discussions will be held with the boroughs and municipalities concerned to find sites where these trees could be replanted. We also have a partnership with Earth Day to plant 250,000 trees in the metropolitan area—that is the equivalent of Mount Royal and Jeanne-Mance parks combined. This commitment made back in 2016 is already coming to fruition, and over 150,000 trees have already been planted. The goal is to compensate for the impacts of our preparatory work and for the emission of greenhouse gases related to REM construction activities.

Will I be able to get from Sunnybrooke to the Airport by the REM?

- To reach the airport station, you will have to switch platforms at Bois-Franc station to take the REM going to the airport.

Until when will you be using the du Celtis street entrance to access your work site?

- The construction site access created on Rue du Celtis is intended to allow for the logistical coordination of the work on the railway right-of-way between Des Sources Boulevard and the Rivière des Prairies. It will be accessible in 2022 and until the completion of the work planned in the area.

What will we do, more specifically in terms of sleeping, living and working, during 24-hour-a-day construction work?

- Night work is indeed planned for the installation of the segments of the elevated structure with the launching gantry. The gantry work itself will not be noisy. For safety reasons, an alarm will go off once the gantry is in motion. Based on the analysis performed by our acousticians, the impact perimeter of the noise caused by the alarm is limited to the residences located along the railway right-of-way. As a result, some individuals were contacted and offered special mitigation measures.
- During the day the noise targets will be respected even when the alarms are sounding. The objective remains to carry out this work quickly to limit the impact on the neighbourhood. It takes two days on average to assemble a span. At this time, only residents east of Pierrefonds-Roxboro station, living along the railway right-of-way and within the defined perimeter, have been contacted. A meeting will be held soon with residents west of Pierrefonds-Roxboro station.

What is the purpose of the culvert on the Bertrand Stream? When will we see the REM structure?

- The work underway on the Bertrand culvert is to reinforce the existing culvert that passes under the REM tracks. This allows for the flow of Bertrand Stream that goes through the sector.
- A wildlife crossing was also added to the culvert to facilitate wildlife circulation in the area.
- Work on the REM, including the installation of the rails and the completion of the Alexander overpass, will continue into 2022.

We all had shrubs for privacy so how come now that they have been removed, that the REM is not replacing them?

- No compensation will be paid for the cutting of those trees because they are located within the railroad right-of-way.

Once the REM is operational, will reserved lanes for carpooling and electric cars be added on major roads to encourage the use of this new mode of transportation?

- This is a municipal matter. Please contact the city of Montréal or the city of Dollard-des-Ormeaux.

Will the new train be noisier than the old one?

- Noise from the REM in operation is governed by the standards included in the environmental Order in Council. Noise modelling was done along the entire REM route to identify areas where mitigation measures are required, based on the applicable provincial regulatory framework (the MTQ policy on road noise for vehicular traffic). The sound monitoring program will allow us to verify the performance of the mitigation measures and to implement corrective measures if necessary. Noise levels vary according to several elements specific to the different sectors, including topography, built environment, soil type and road network. This also includes the REM project infrastructure (e.g. route, elevation, structures) and the noise from rolling stock equipment. It is important to note that with the REM, a number of sources of railway noise will be reduced, particularly noise resulting from engine propulsion, aeration/cooling fans and the rubbing and squealing of the wheels on the tracks. Other sources of noise will be eliminated entirely, including disc brake rubbing, whistling on arrival at the station, and grade crossing alarms. For more information on noise in operation, visit <https://rem.info/en/noise-vibration-operation>

Why aren't Sunnybrooke and Pierrefonds-Roxboro stations opening at the same time since they are close to each other and on the island of Montréal?

- One of the main reasons for this is the Western junction, between the Bois-de-Saraguay sector and Toupin Boulevard. This important structure on the network enables cars from the YUL-Aéroport-Montréal-Trudeau, Anse-à-l'Orme and Deux-Montagnes branches to join the main track. The opening of the Anse-à-l'Orme branch in spring 2024 and the opening of Sunnybrooke station will enable the teams to ensure the reliability of this important structure before the opening of the stations in the Deux-Montagnes branch planned for the fall of the same year.

How many Sunnybrooke REM parking spaces and charger stations will be available for hybrid-electric car owners? How many handicapped parking spaces are allocated to the Sunnybrooke REM parking lots?

- Pierrefonds-Roxboro station: Similar number as today (approximately 860 spaces) including 8 universal access spaces, 75 spaces reserved for carpooling and 15 spaces with an electric car charging station
- Sunnybrooke station: Similar number as today (approximately 505 spaces) including 9 universal access spaces, 51 spaces reserved for carpooling and 10 spaces with an electric car charging station

Regarding past construction (summer 2021): during the geotechnical drilling and pile driving operations, I was working in my home office in my basement. The vibrations were very noticeable, especially during pile installation, and constant over a period of weeks / months. My house is located approximately 200 m from the tracks on 5th Avenue south.

- In 2021, the construction work on the pillars of the elevated structure took place. The method used to construct the pillar foundations did in fact generate a higher level of vibration than the rest of the activities. However, given the distance between the work area and your address, it is unlikely that the construction is the cause of the cracks you noticed.
- Several prevention and monitoring measures were put in place to control and manage these vibrations (e.g. seismographs and preliminary inspections of residences). Since your home is outside of the inspection perimeter for the work, there was no pre-work inspection.
- No anomaly was recorded by our tools that monitor vibrations emitted during the work that would be likely to cause damage to your home. You can always write to us at info@rem.info so that our team can provide you with information about our claims process if you consider that the damage caused to your home is related to the REM construction site.

Where will the noise barriers be located on the Deux-Montagnes branch, more specifically in the Roxboro sector?

- The information can be found here: <https://rem.info/en/noise-vibration-operation>

I am interested in leasing parking spaces at the entrances to the passenger boarding platforms for our electric cars at the Sunnybrooke REM commuter train station. Is that possible? If yes, who is our realty contact for info on the REM asking price to lease or buy Green Energy parking spaces?

- The call for tenders is underway to determine the company responsible for managing the parking lots. Stay tuned to our social media for updates on this issue.

How much added light pollution will be emitted by lighting along the train line?

- There are no headlights on REM cars and no lighting along the network. Direction indicators are present on REM cars—a white one at the front and a red one at the back.

How many solar panels will be installed on the REM Pierrefonds-Roxboro and Sunnybrooke train stations and passenger boarding platforms? How much solar energy is projected to be generated from and between the REM Pierrefonds-Roxboro and Sunnybrook rail lines, train station and passenger boarding platforms?

- There will be no solar panels installed on REM stations.



Will the train service along the 20 be interrupted or will it remain in service post-REM completion?

- The Vaudreuil-Hudson train is currently operated by exo (Réseau de transport métropolitain) and will remain in operation even after the arrival of the REM. Vaudreuil-Hudson train users will still be able to take the train to go downtown. The REM will become an additional and complementary offer.

The impact of the level crossings on traffic on Gouin Boulevard and Commerciale Street is greater than the dust. How will traffic be organized?

- During the work, occasional obstructions may be necessary.
- When this happens, rest assured that coordination is carried out with the relevant authorities to limit the impact on traffic.
- There are two obstructions to watch for in the coming months in the area: one on Gouin Boulevard for the installation of the segments of the elevated structure, and the other on the 11th avenue for the rehabilitation of the street and the public utility connection.
- A notice will be sent prior to the work to inform you of the details.

Except for Central Station, why aren't all the structures elevated?

- For economic and landscape integration reasons, our goal is to maintain the railroad tracks at their original height whenever possible. That is why we're bringing the REM down to ground level with gentle slopes between the two new overpasses on Alexander Street and Sources Boulevard. Due to the rapid frequency of level crossings between 11th Avenue and Des Sources Boulevard (11th Avenue, Pierrefonds-Roxboro station, Gouin, Des Sources), the designers decided to opt for an elevated structure in this section of the network.

We didn't see the video. Can you share it again?

- The video is available here: <https://www.youtube.com/watch?v=qxfSJZw3Tnc>

How will snow and ice be removed from the road bed once in operation given 2m high sound barriers which will collect snow?

- A snowplow installed at the front of the REM cars will be used to clear snow that accumulates on the rails during the day between light rail passes. Frequent car traffic, every 2.5 minutes during rush hours on the central segment, will prevent excessive snow accumulation on the tracks during normal operating hours (5:00 a.m. to 1:00 a.m.).
- Specialized maintenance vehicles will clear the snow before cars pass. Note that for all elevated portions of the route over roads and traffic areas, the snow will not be pushed to the sides, but rather pushed onto the structure until an area to spread it is reached by the plow operator, without posing any risk or hindrance to the traffic below.
- The first REM cars have begun a series of dynamic tests under real conditions on a 3.5 km representative segment between Brossard station and Milan Boulevard. Before the first segment of the REM is commissioned in 2022, the network will be tested during all four seasons, under a variety of real climatic conditions.

We never got the information that there was a meeting on March 22!

- The meeting on March 22 was reserved for residents along the railroad right-of-way. Your postal code indicates that you live on 8th street. You are therefore outside the perimeter of the houses targeted by the measures. Please contact us if your home is located along the railway right-of-way, east of Pierrefonds-Roxboro station and you were not contacted.

Will you wait until the end of the school year (last day on June 22) to temporarily close Gouin Boulevard to continue construction above it? I'm very concerned about the increase in traffic in Roxboro especially as children walk to school. It's already very difficult now with the closure of 11th avenue.

- At this time, the date for the installation of the segments over Gouin Boulevard has not yet been set.
- It is likely to begin in mid to late June for a short period of time.
- Coordination with the relevant authorities will be carried out to limit the impact of traffic as much as possible.
- A notice will be sent in advance to advise you of this.

What is the noise level (dB) emitted by the launching gantry Anne alarm?

- The alarm emitted by the launching gantry must be audible to workers to ensure their health and safety during the work.
- Nevertheless, the noise level of the gantry was adjusted to mitigate its impact on the residences located along the railway right-of-way.
- As such, for residences, the sound level emitted by the alarm meets the noise limit standards that we must adhere to at night.

What are the allowable noise limits?

- The limits are set by the Ministère des Transports du Québec.
 - o Day (7 a.m. to 7 p.m.): 75 dBA or ambient noise before work + 5 decibels
 - o Evening (7 p.m. to 11 p.m.): Ambient noise before work + 5 decibels
 - o Night (11 p.m. to 7 a.m.): Ambient noise before work + 5 decibels, except if the ambient noise is higher than 70 dBA: Ambient noise before work + 3 decibels
- A page explaining the noise during the construction is available on our website. Here is the link: <https://rem.info/en/noise-vibration-construction>

Will a shuttle from Sunnybrooke to Du Ruisseau station be available until Sunnybrooke station is operational in 2024

- Mobility Montréal is responsible for the management of temporary measures.

What will be the increase in number of actual seats (not standing) per hour when comparing the old longer train to newer shorter light rail?

- The number of seats is down overall with the REM, but not by much. The REM will continue to provide a large number of seats, with close to 7,000 seats available during the morning rush hour compared to 8,100 seats on the Deux-Montagnes commuter train. The new REM service is therefore equivalent to a reduction of about 15% in the number of seats, but this is compensated by a very high frequency and more connections with the Montréal metro.
- By comparison, the new Azur cars on the STM network contain 30% fewer seats and are considered more comfortable than their predecessors, the MR-73 (Azur: 28 seats vs. MR-



73: 40 seats). This is because modern cars are designed to comfortably accommodate people standing during the trip, which is not the case for commuter trains.

Given the energy transition, shouldn't you be providing a lot more spaces for electric vehicles and bicycles? Will the seats be made of fabric? The plastic seats in the new buses and metro cars are very slippery.

- The number of seats decreases overall with the REM, but not by much. The REM will continue to offer a large number of seats, with nearly 7,000 seats available during the morning peak period, compared to 8,100 seats for the Deux-Montagnes commuter train. The new service is therefore equivalent to a reduction of about 15% in the number of seats with the REM, but this is compensated for by a very high frequency and more connections with the Montreal metro.
- The number of bike racks at each station was determined following a study conducted by Vélo Québec and may be adjusted as needed. The number of spaces for electric cars may be adjusted according to demand. The seats are made of plastic for maintenance and durability purposes.

Will you increase parking for residents?

- The number of parking spaces at Pierrefonds-Roxboro and Sunnybrooke stations is similar to that of the former Deux-Montagnes commuter train line, with 860 and 505 spaces respectively. For street parking, we invite you to contact the Pierrefonds-Roxboro borough or the city of Dollard-des-Ormeaux as it is a municipal responsibility.

Why didn't you increase the clearance height of the railway overpasses that were already on the Deux-Montagnes line? Take for example the Laurentien Boulevard (Route 117) overpass, which has a clearance height of 3.95 m. This prevents the possible future use of double-decker buses and increases the risk of heavy vehicles colliding with the structure.

- The design of the elevated structures and new railway overpasses meets the standards of the Ministère des Transports du Québec regarding clearance beneath the deck to allow for vehicle passage. The height of the columns varies according to their location on the route while respecting the minimum clearance of 5.3 metres. Upgrading viaducts that are still in good condition is not part of the project.

Will the urban development surrounding Sunnybrooke be redone? E.g. Wider sidewalks, a "pedestrian-centric" vision that is safe and enticing. Since Collège Beaubois is nearby, will there be a safe and easy access between the station and the college?

- The redevelopment of Sunnybrooke Boulevard was mostly completed in 2021 with the lowering of the street level and the rehabilitation of the sidewalks. The completion of the east sidewalk and central median will take place this summer. You can consult the implementation plan of Sunnybrooke station here: https://rem.info/sites/default/files/Plans%20d'implantation%202020/PI_Station_Sunnybrooke_EN.pdf