



3D rendering for information purposes only

REM and universal access

For a network everyone can access

REM stations and trains will have universal access to facilitate travel for people with reduced mobility, parents travelling with strollers or passengers with luggage. Several elements have been considered in designing the stations to be accessible to all: elevators, signage, wide passageways and more.

What is universal access?

Universal access is "the character [of a service] which, with equity as its goal and an inclusive approach, allows each person to realize activities autonomously and to achieve equivalent results." (Société Logique, 2012). For the REM, universal access means stations and cars that are designed to include all individuals, including people with functional limitations, in an environment designed to simplify travel.

26 stations

100% accessible

The stations

The REM stations will be entirely designed to meet universal access principals, both inside and outside.

Some specifics about public spaces at stations and bus terminals

- Any protruding obstacles will be equipped with a device to make them detectable by a white cane
- Pedestrian walkways will be free of obstacles and sudden changes in level, allowing individuals with visual impairments to walk alongside the walls with a cane
- Disembarking and embarking will be at the same place

- Lighting will be well positioned, sufficient and not too bright, taking into consideration the sun to avoid sudden changes in brightness
- The floors of stations and bus terminal platforms with waiting areas need to have a change of texture where train doors are located

Elevators and escalators

The REM's 26 stations will be equipped with elevators, and all but Édouard-Montpetit station will have escalators. Elevators will include many features to meet the needs of all customers.

Specifics about elevators

- Glass-enclosed
- Pass through, to avoid the need for people in wheelchairs or with strollers to turn around to exit the elevator
- Located near stairways and recognizable from a distance
- Equipped with a device to announce information to customers both vocally and visually
- Equipped with buttons marked with large characters, in French grade 1 braille, universal pictographs and terms that are simple, meaningful and understandable in many languages



Signage and information dissemination

Several measures and requirements have been implemented to ensure fair dissemination of information in both train cars and REM stations. Here are some specifics:

- Content offered in braille
- A font and character size that meets universal access standards on all information dissemination platforms, including signage
- Contrast must be a minimum of 70% in all instances where information is disseminated in a lighted, visual format
- Any visual information provided to customers must also be transmitted over loudspeakers

Train cars

From embarking to disembarking, the experience on board REM cars will be fluid for all passengers. The cars will be equipped with:

- Resting places, multi-bar columns and access to vertical columns in clear spaces
- Reserved seats for people with reduced mobility, clearly indicated using pictographs
- One reserved spot per car for people in wheelchairs, with enough space to get to the spot from inside the car
- Areas reserved for strollers that do not impede traffic flow within the car