

Vendôme Project

Action plan in Response to the
Recommendations Issued in the Public
Consultation Report



October 2017

Note: Since June 1, 2017, the Réseau de transport métropolitain combines the public transit expertise of the Agence métropolitaine de transport (AMT) and the transit authorities of the northern and southern suburbs (CIT and RCM). For the purposes of this document, the use of the acronym “RTM” will be preferred over the acronym “AMT”.

Public Consultation Report – Action Plan

Recommendations	Actions
<p>1. The Commission recommends that the STM and its partners make every effort to achieve the highest levels of universal accessibility due to the presence of the MUHC, in order to guarantee optimum access for reduced mobility clientele, such as seniors, using a cane or a walker, parents with strollers and others, both during and after the work;</p>	<p>The STM shares this concern. The project is consistent with these dynamics.</p>
<p>2. The Commission recommends that the STM better evaluate the needs and the potential for use of public transit by its reduced mobility clientele by analyzing and making available the counts and ridership data in open mode, both by mode and by destination. This information may be critical for the decisions to be made or the directions to prefer, considering the potential number of people who could take advantage of public transit, but who do not use it due to its inaccessibility.</p>	<p>The project’s design is based on the overall ridership of this intermodal hub, all in accordance with the STM’s corporate policy on universal accessibility. The STM makes ridership data available. However, regarding the count data for reduced mobility clientele, it is impossible to isolate these trips with the collection equipment in place.</p>
<p>3. The Commission recommends equipping the spaces with all the amenities and respite facilities likely to facilitate the negotiation of trips by the users and the user-friendliness and safety of the premises. Special attention should be paid to vigilance and safety measures in and around the facilities to protect and reassure a more vulnerable clientele (protected areas, floor marking, cameras, etc.).</p>	<p>An analysis of the entire customer path was done, jointly with STM Operations and the associative sector, to ensure integration of elements that could improve the sense of security.</p>
<p>4. The Commission recommends that the STM provide for clear signage during and after the work to ensure the flow of user trips between the métro, the train station, the MUHC and the nearby medical buildings. This signage should indicate, during the work, that the current tunnel is open, and then after the work, that the two tunnels are open and that only one is universally accessible.</p>	<p>Integration and alignment of signage between the different properties of the project (STM/RTM/MUHC) was performed with the project partners. This signage is adapted to universal accessibility standards.</p>

Public Consultation Report – Action Plan (continued)

Recommendations	Actions
<p>5. The Commission recommends that, as a mitigation measure during the work, access to the MUHC by bus be improved for reduced mobility users whose transit time is unduly lengthened by Line 77. Examples of improvements were given during the consultation: the addition of a Line 77 stop at the Vendôme métro or the deployment of a shuttle. The Commission has no preference, but considered this improvement should be planned as a mitigation measure during the work and reevaluated afterwards.</p>	<p>After analysis of this request, it is undesirable to extend Line 77 Lionel-Groulx Station-MUHC to the Vendôme station or deploy a shuttle during the work, because the addition of a line to this terminus, which is already at full capacity, would cause operational issues for the existing bus lines (availability of platforms in the loop). Also, based on the mobility analyses, it was found that adding a stop at the Vendôme station would not be interesting for most customers, because no time would be gained. The trip would be more complex and longer, both for the current customers of Line 77 Lionel-Groulx Station-MUHC and for the customers from other lines or the métro.</p>
<p>6.1 The Commission recommends that the STM reread the construction plans in order to evaluate the feasibility of removing the wall in the tunnel separating the controlled part of the métro station from the uncontrolled part coming from the RTM and to provide for an exit turnstile and, if possible, one or more métro access turnstiles (without a fare booth) to allow quick direct access from and to the eastbound métro platform, and thus avoid the requirement for RTM users to climb up to the métro entrance and then go back down into the station.</p>	<p>A first analysis was conducted to evaluate the feasibility of creating this link as an official exit. Considering the issues of compliance with the standards in force and to ensure safe mobility, this option could not be chosen.</p> <p>A second analysis then was conducted to evaluate the possibility of integrating an exit door, to mitigate a situation of unavailability of the elevator on the Montmorency platform (power failure, breakdown, etc.). This option is not recommended for reasons of access control and incident management (fire, smoke, etc.) between the neighbouring facilities (STM/RTM).</p>

Public Consultation Report – Action Plan (continued)

Recommendations	Actions
<p>6.2 The Commission recommends that the STM reread the construction plans to evaluate the feasibility of adding escalators wherever possible.</p>	<p>Given that the new entrance is enclosed between the 5100 Boul. de Maisonneuve O. building, the bus loop and the existing entrance, the métro tunnel and the railway tracks (including the projected 4th track), it is impossible to install escalator mechanisms without affecting the structural integrity, the necessary métro clearance (impacts on flow) and the evacuation capacity, without compromising CP requirements and the safety of the railway right of way.</p>
<p>7.1 Given the residential nature of the neighbourhood, the anticipation of a substantial increase in ridership and the inconveniences related to the construction work, and to improve the station's intermodality, the Commission recommends that the STM, the Côte-des-Neiges – Notre-Dame-de-Grâce borough and the MUHC, if applicable, work together to develop a drop-off zone for motorists who drive users to Boulevard de Maisonneuve Ouest across from the current entrance, in an "indentation" in the sidewalk, which is very wide at this location.</p>	<p>An analysis was conducted jointly with the CDN-NDG borough to study the feasibility of this recommendation, particularly regarding road traffic on Boulevard de Maisonneuve and the bus stop at this location. The development of a drop-off zone is impossible without compromising bus service and the current traffic conditions on Boul. de Maisonneuve.</p>
<p>7.2 Given the residential nature of the neighbourhood, the anticipation of a substantial increase in ridership and the inconveniences related to the construction work, and to improve the station's intermodality, the Commission recommends that the STM, the Côte-des-Neiges – Notre-Dame-de-Grâce borough and the MUHC, if applicable, work together to ensure the presence of cyclist facilities (bike racks and BIXI station) during and after the work.</p>	<p>An evaluation of the location and the number of bike racks during and after the work was performed by the Network Management and Partner Relations Division in collaboration with the project team. Bike racks and BIXI stations will be available during the work and their number will be reevaluated upward after the work to respond better to the demand.</p>

Public Consultation Report – Action Plan (continued)

Recommendations	Actions
<p>7.3 Given the residential nature of the neighbourhood, the anticipation of a substantial increase in ridership and the inconveniences related to the construction work, and to improve the station’s intermodality, the Commission recommends that the STM, the Côte-des-Neiges – Notre-Dame-de-Grâce borough and the MUHC, if applicable, work together to manage pedestrian mobility well to ensure cohabitation of safe modes during and after the work (protected areas, pedestrian crossing with pavement marking, pedestrian lights with audible signal, etc.).</p>	<p>Measures ensuring safe mobility around the intermodal hub are provided for in the project, particularly pavement markings in outdoor pedestrian crosswalks, signage (indoor and outdoor) and landscape demarcation to direct pedestrians adequately.</p>
<p>7.4 Given the residential nature of the neighbourhood, the anticipation of a substantial increase in ridership and the inconveniences related to the construction work, and to improve the station’s intermodality, the Commission recommends that the STM, the Côte-des-Neiges – Notre-Dame-de-Grâce borough and the MUHC, if applicable, work together to evaluate the possibility of sharing the MUHC’s existing parking lots to accommodate car sharing vehicles. For example, the MUHC could share a few spaces north of its indoor parking garage, making it possible to clear reserved resident parking spaces north of Boulevard de Maisonneuve Ouest.</p>	<p>This recommendation is addressed to the MUHC’s management. At this time, the MUHC is not in a position to accommodate this type of vehicle, particularly for reasons of logistics and traffic management.</p>
<p>8. To favour the use of public transit and active transportation, the Commission recommends that the STM and its partners plan intermodal mobility better, both inside and outside the Vendôme station.</p>	<p>An analysis was conducted jointly with the CDN-NDG borough to improve intermodal mobility. The project seeks to improve the accessibility of the different modes of transportation in and around the Vendôme station and is designed to respond to this mission.</p>
<p>9. Furthermore, in a perspective of continuous improvement of its practices and to favour a broader-based transportation cocktail, the Commission recommends that the STM and its partners plan intermodal mobility better upstream from its future projects.</p>	<p>The STM takes note of this recommendation for future projects. The experience acquired in the Vendôme project will serve as a reference when planning future projects.</p>

Public Consultation Report – Action Plan (continued)

Recommendations	Actions
<p>10. With the goal of improving the sense of safety, the user-friendliness of the premises and the brightness of the RTM/MUHC zone, the Commission recommends moving the STM and RTM spaces in the new entrance as far as possible to the south.</p>	<p>Given that the new entrance is enclosed between different infrastructures, the space remaining to develop the new entrance, in order to comply with the standards in force, including the technical and operational rooms required for operation, does not allow these premises to be moved south. The RTM corridor benefits from natural light through the main facade of the building and the east side facade, where the emergency exits are located.</p>
<p>11. Concerning the outdoor landscaping, the Commission recommends urban furniture, such as benches and shelters along the new bus loop for the users’ needs, as well as a vegetation plan for the site and the crash wall, ensuring the sustainability of the greening measures.</p>	<p>Urban furniture was integrated into the design of the project, particularly regarding outdoor landscaping, while considering the needs and constraints of universal accessibility. A vegetation plan for the site and the crash wall was also integrated.</p>
<p>12.1 Thus, to maintain contact with the public during the work, the Commission recommends that the STM identify a new or existing structure that will serve as a liaison committee between the STM and the stakeholders for the duration of the work.</p>	<p>The STM is preparing to establish a liaison committee.</p>
<p>12.2 Thus, to maintain contact with the public during the work, the Commission recommends that the STM take steps to honour its commitments regarding information to residents, particularly by guaranteeing the establishment of an interactive phone line dedicated to the problems caused by the work, primarily noise, dust and truck traffic.</p>	<p>A detailed communications plan was defined and will continue until commissioning.</p>

Public Consultation Report – Action Plan (continued)

Recommendations	Actions
<p>13. Thus, to favour citizen participation and allow the public and the stakeholders to prepare properly, present in-depth opinions and write briefs, the Commission recommends that the STM:</p> <ul style="list-style-type: none">• Provide for more time between the announcement of the consultation, the availability of information and the information session, on the one hand, and the presentation of briefs, on the other hand.• Provide complete, clear and popularized documentation to the stakeholders, in a format facilitating its processing and analysis, in a spirit of “Open Government”.• Review the tree structure of the STM site, where a standard section on public consultations could be created. This section could contain all the documentation on past and current consultation, in addition to the rules of procedure for these consultations. A hyperlink to the Vendôme project should be present on the home page for the duration of the project.• Consider other consultation modes, particularly those that allow information technology, such as webcasting, Twitter events, etc., to reach a greater number of citizens. .	<p>After an assessment of the public consultation on the Vendôme project, an internal working document will be prepared. Improvements will also be made to the STM website.</p>

Detailed Action Plan (Additional Information)

1. Achieve the highest standards of universal accessibility

► Universal accessibility points integrated into the project:

- Elevators to reach all accessible places;
- Widened and power-driven doors;
- Two-leaf gates (collection equipment);
- Detectable outdoor and indoor path;
- Perch-type seats;
- Signage compliant with universal accessibility standards;
- Ground and stairway marking;
- Double-height handrails;
- Accessible washroom;
- Low reflective fenestration;
- Manoeuvring areas compliant with universal accessibility standards, barrier-free vertical clearance for facilities (fare booth counter, pass and change dispenser, public telephones, vestibules, etc.);
- Choice of finish for covering materials (contrasting colour and non-reflective finish).

2. Improve evaluation of the needs and the potential for use

► Make counts and ridership data available:

- The project is designed according to the overall ridership of this intermodal hub, all in accordance with the STM's corporate policy on universal accessibility, which stipulates that: *"Universal accessibility touches upon all aspects of urban life and is open to everyone"*;
- The STM makes ridership data available;
- However, it is impossible to isolate this trip data for reduced mobility clientele with the collection equipment in place.



Collection area, new entrance



Collection area, existing entrance

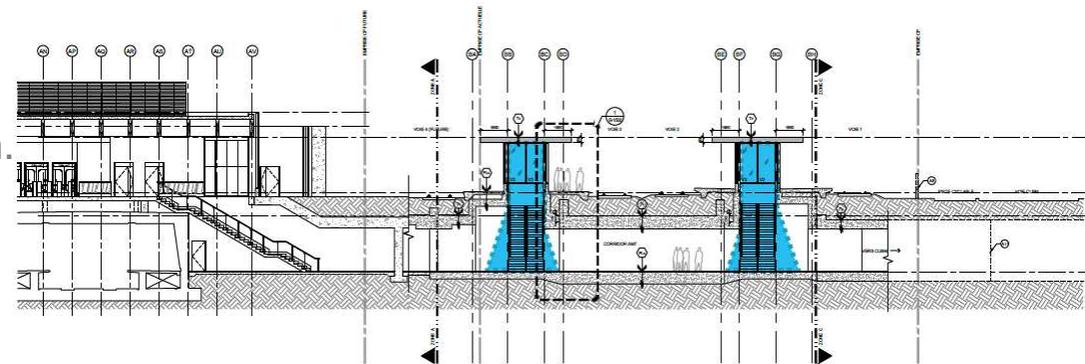
3. Protect and reassure a more vulnerable clientele

► Elements integrated into the project to favour a feeling of safety

- Adequate lighting;
- Surveillance cameras;
- Telephone assistance;
- Signage from the street;
- Floor and stairway marking;
- Outdoor benches and indoor perch-type seats;
- Large fenestration;
- Skylights in the RTM corridor;
- Outdoor canopy;
- Installation of artworks to enliven the customer path.



Integration of artworks to enliven the client path



Skylights in the AMT corridor

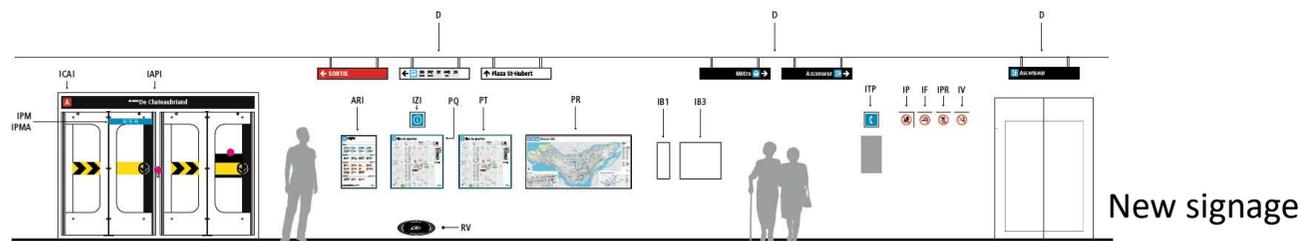
4. Clear signage during and after the work

► During the work

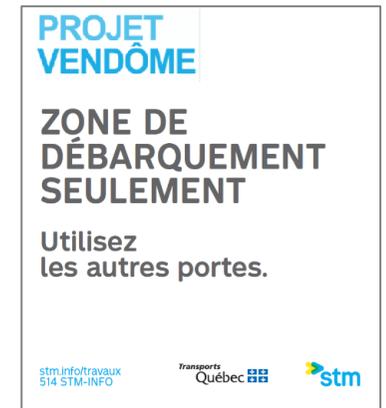
- Signage (posters, customer information, etc.);
- Delimitation of the work by site fences;
- Presence of signallers when required;
- Access doors of existing entrance kept open;
- No obstacle on métro platforms;
- RTM platforms: shortened platform notices and control of door opening by the conductor.

► After the work:

- New signage compliant with the universal accessibility standards for the entire project;
- Current signage in the existing entrance and on the métro and train platforms replaced to identify the new customer path.



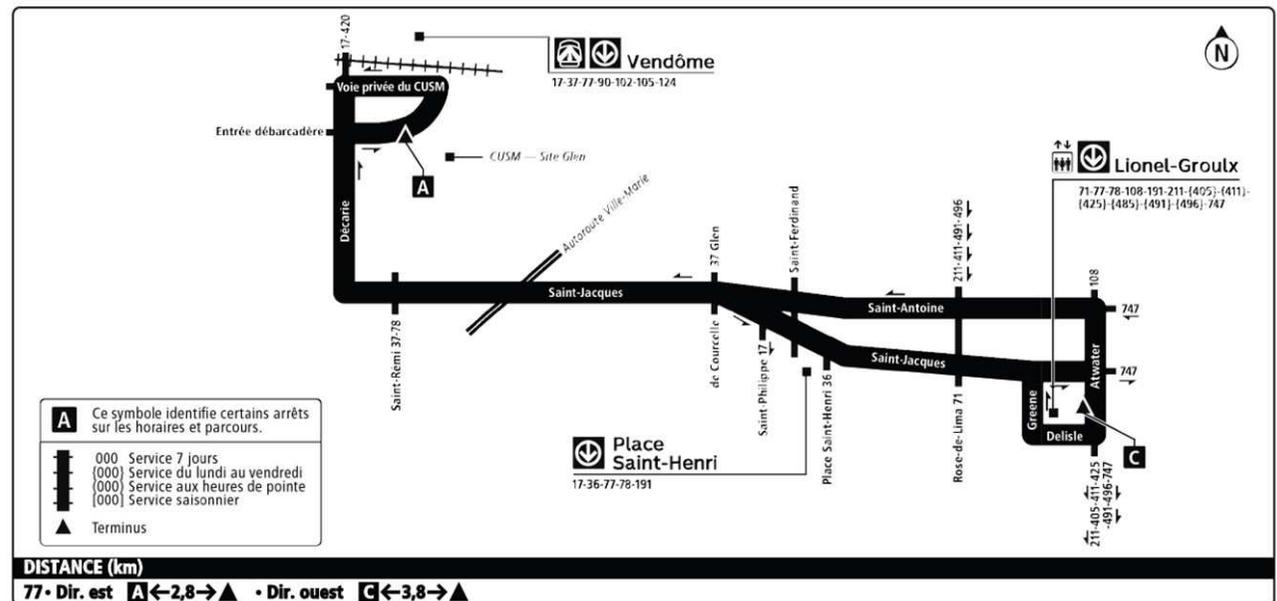
Example of entry-proof site fences



Example of sign posted during the work

5. MUHC access by bus during the work

- Addition of a stop on Line 77 Lionel-Groulx Station-MUHC at the Vendôme station or deployment of a shuttle
 - After analysis of this request, it is undesirable to extend Line 77 Lionel-Groulx Station-MUHC to the Vendôme station or deploy a shuttle during the work, because the addition of a line to this terminus, which is already at full capacity, would cause operational issues for the existing bus lines (availability of platforms in the loop). Also, based on the mobility analyses, it was found that adding a stop at the Vendôme station would not be interesting for most customers, because no time would be gained. The trip would be more complex and longer, both for the current customers of Line 77 Lionel-Groulx Station-MUHC and for the customers from other lines or the métro.

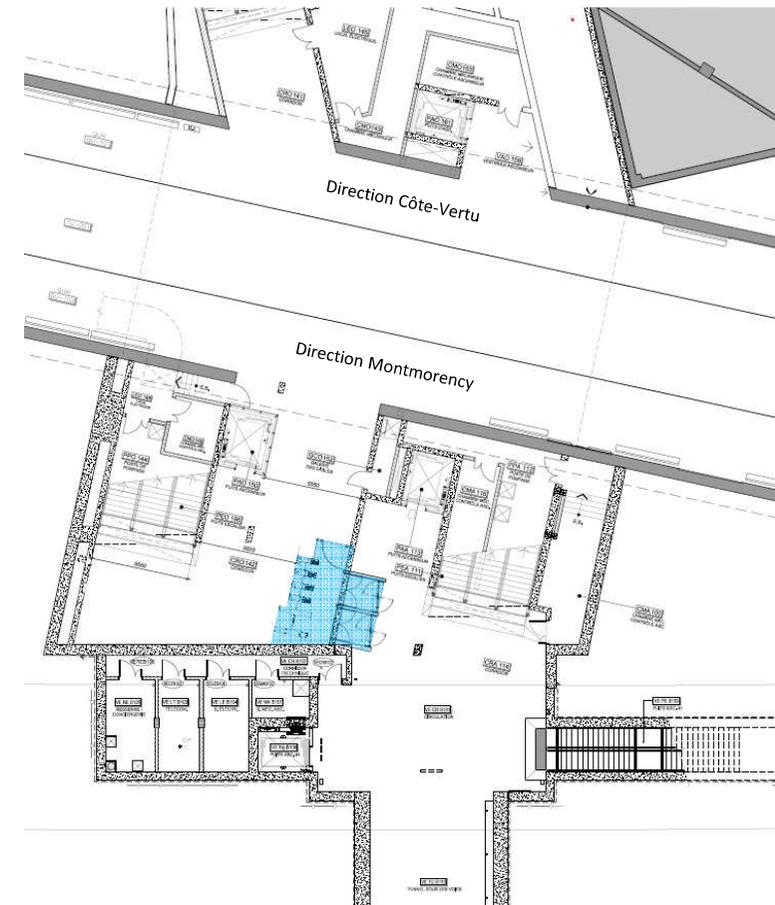


Current route of the 77 bus line

6.1 Remove the wall separating the STM from the RTM

OPTION 1: Integration of a collection area

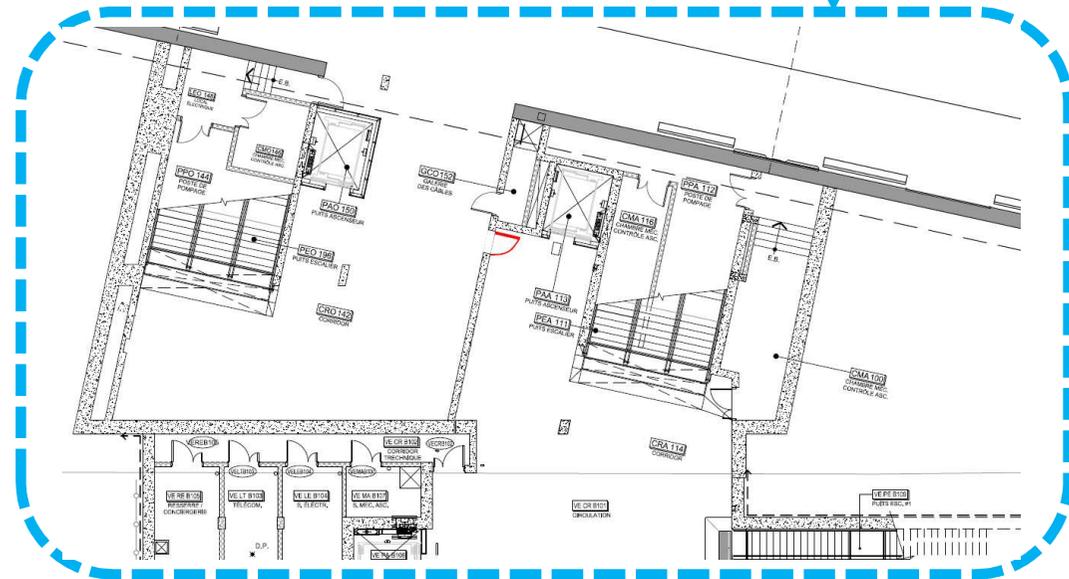
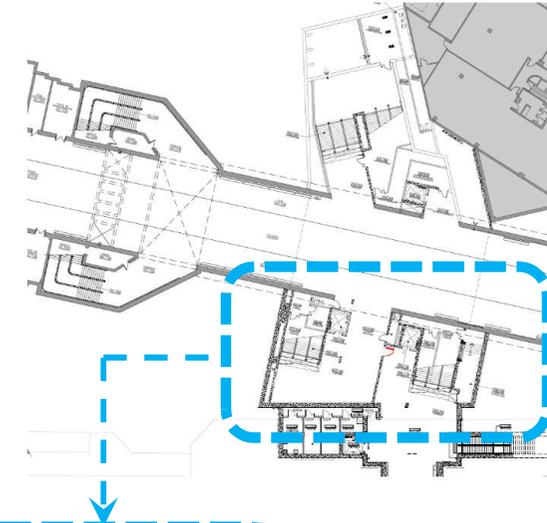
- The possibility of integration of a collection area on the Montmorency platform level to mitigate a situation of unavailability of the elevator on at that location (power failure, breakdown, etc.) was analyzed.
- Several issues were noted:
 - Safety: evacuation problem in case of an event; insufficient space to integrate the number of turnstiles required and the clearances required between equipment;
 - Ventilation of the collection area could not serve as an exit during evacuation, due to smoke control issues;
 - Piston effect: control of the piston effect problematic for the MUHC (management of air quality [microbes] versus vulnerability of its clientele);
 - Operation: flow problems due to the insufficient number of turnstiles, creating a traffic bottleneck (intersection of STM / RTM entrances). This bottleneck will cause a wait time for customers and may extend as far as the platform, increasing the risks of train service stoppage.



6.1 Remove the wall separating the STM from the RTM (continued)

OPTION 2: Integration of an access door

- If a collection area cannot be integrated, the possibility of integrating an exit door instead was also analyzed.
- The following issues were noted:
 - Safety: Incident management risks (fire, smoke, etc.) between neighbouring facilities (STM / RTM); cannot be considered as a means of evacuation and must be kept closed at all times (limit access).
 - Operation: Creation of an area bypassing the sales and collection system that complicates control and risks creating confusion for customer traffic.



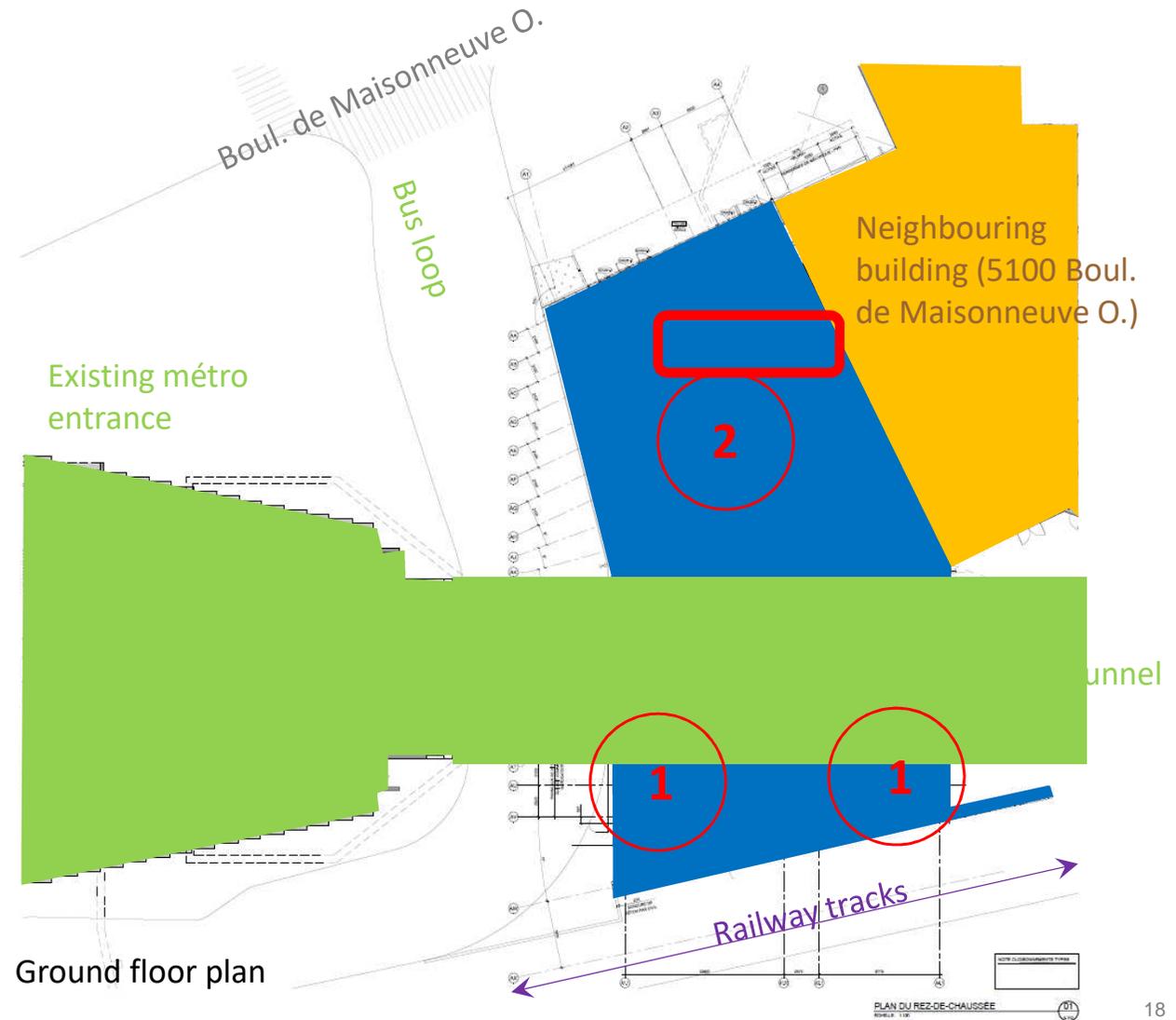
6.1 Remove the wall separating the STM from the RTM (continued)

OPTION 2: Integration of an access door (continued)

- ▶ In the absence of a door, the customers have tools or alternatives allowing them to change their path or ask the STM for help:
 - Planning their path in advance;
 - Telephone assistance on the platforms;
 - Change of path (possibility of getting back on the métro), barrier-free path;
 - Procedure for requesting assistance for a person with reduced mobility.
- ▶ Reference data:
 - Elevator reliability 99.9% (2016 data): elevator maintenance is a priority in the network;
 - Response time in case of failure: mean time of 21 minutes (2017 data).

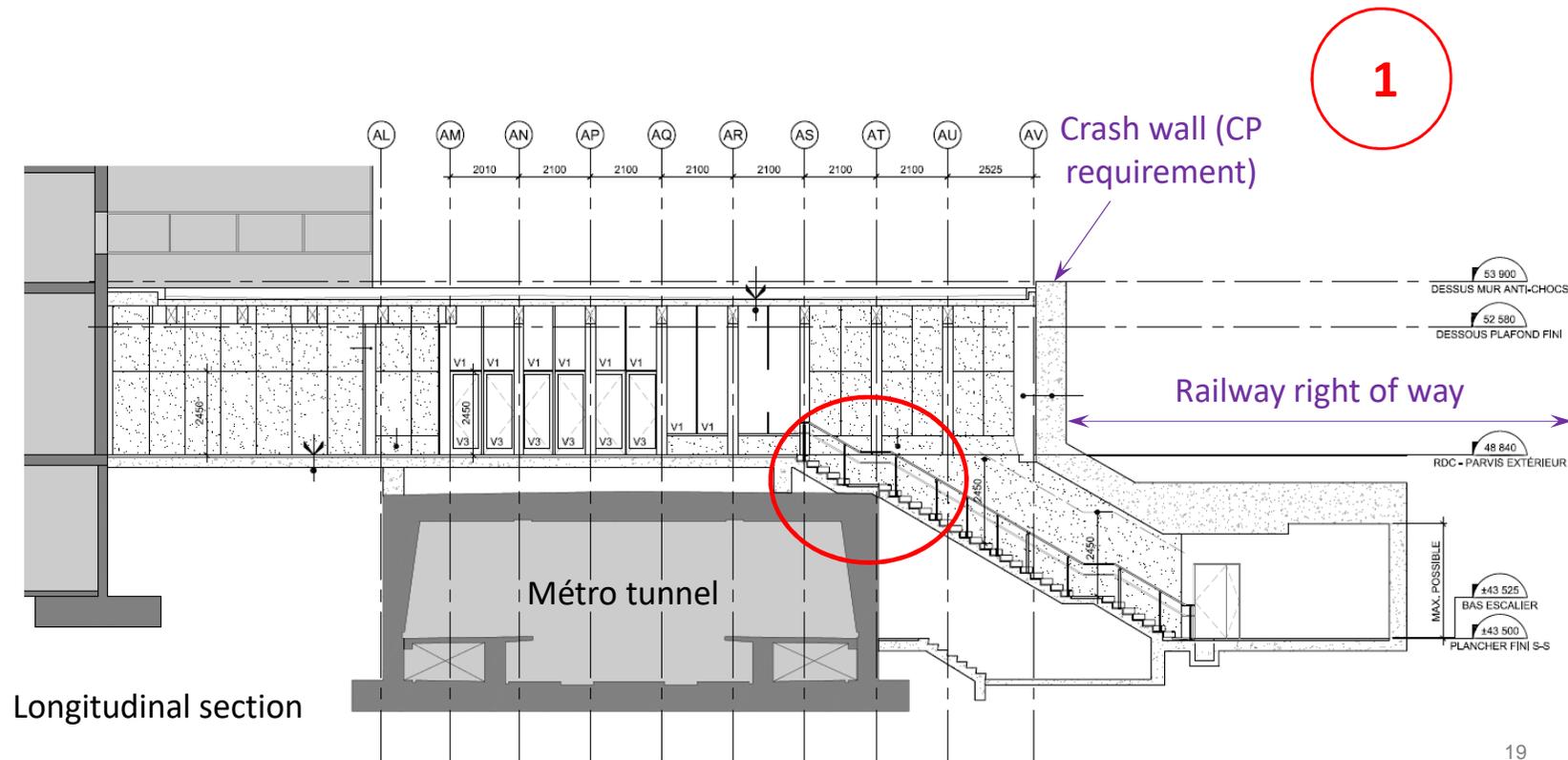
6.2 Integration of escalators

- The new Vendôme entrance is enclosed between the 5100 Boul. de Maisonneuve Ouest building, the bus loop and the existing entrance, the métro tunnel and the railway tracks (including the projected AMT 4th track).



6.2 Integration of escalators (continued)

- In the case of the stairways identified as “1” in red on the previous plan, the installations required to integrate escalators would interfere with the métro tunnel and thus could compromise the structural integrity of the vault. Moreover, CP’s requirements regarding the railway right of way (including the crash wall and the setbacks) restrict the moving of the stairway to achieve the clearances required not to interfere with the métro tunnel.



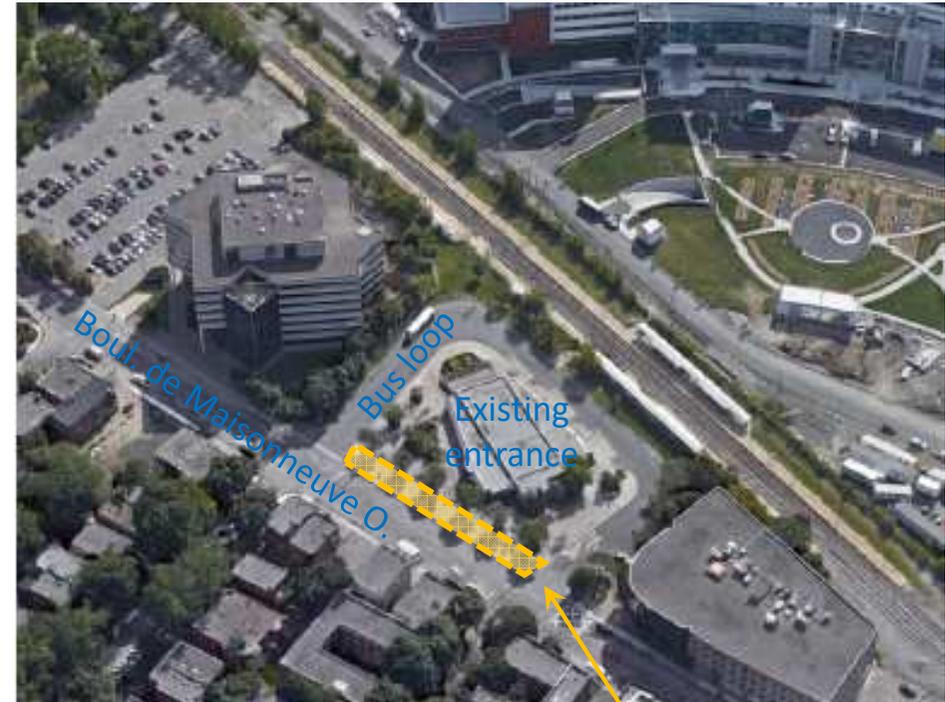
6.2 Integration of escalators (continued)

- In the case of the stairways identified as “2” in red, the clearances required to install an escalator are greater in width, length and depth than for a fixed staircase. Thus, to comply with the required evacuation capacity, the entrance would have to be expanded westward to be able to integrate an escalator. Considering the restricted space between the existing entrance, the bus loop and the 5100 Boul. de Maisonneuve Ouest building, this development is not achievable.



7.1 Develop a drop-off zone for motorists

- An analysis was conducted jointly with the CDN-NDG borough to study the feasibility of this recommendation, particularly the road traffic level on Boulevard De Maisonneuve and the bus stop at this location. The development of a drop-off zone is impossible without compromising bus service and the current traffic conditions on Boulevard de Maisonneuve.



Requested drop-off zone

7.2 Ensure the presence of cyclist facilities

- An evaluation of the location and the number of bike racks during and after the work was performed. Bike racks and BIXI stations will be available during the work and their number will be reevaluated upward after the work to respond better to the demand.



7.3 Manage pedestrian mobility well

- ▶ The project provides for the following measures:
 - Pavement marking in outdoor pedestrian crosswalks;
 - Adequate signage during and after the work;
 - Delimitation of the work areas by site fences and presence of signallers when required;
 - Landscape demarcation to direct pedestrians safely.

Landscape demarcation



Pavement marking

7.4 Accommodate car sharing vehicles

- Evaluate the possibility of accommodating car sharing vehicles in the MUHC parking lot to clear reserved resident parking spaces on the streets north of Boul. de Maisonneuve Ouest:
 - This recommendation is addressed to the MUHC's management. At this time, the MUHC is not in a position to accommodate this type of vehicle, particularly for reasons of logistics and traffic management.



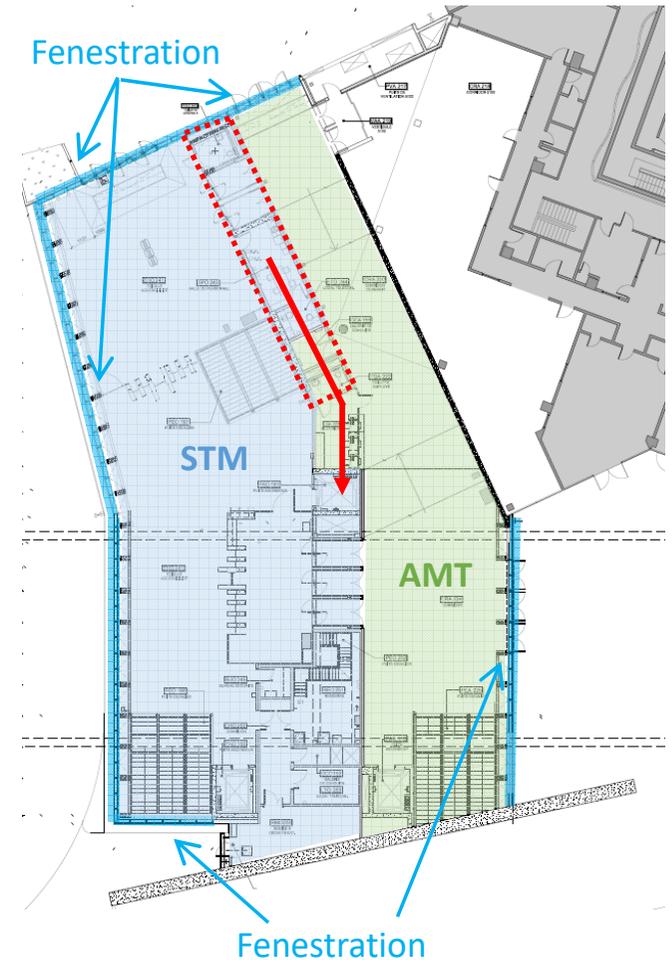
9. Planning intermodal mobility – future projects

- ▶ The STM takes note of this recommendation for future projects. The experience acquired in the Vendôme project will serve as a reference when planning future projects.



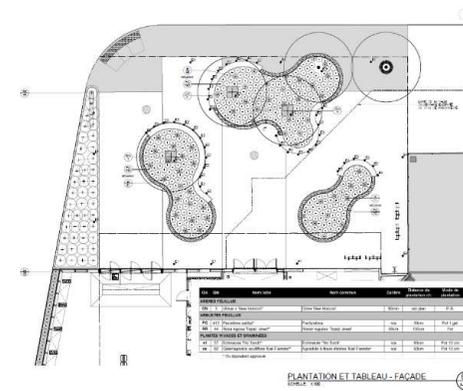
10. Moving the spaces separating STM / RTM to the south

- Given that the new entrance is enclosed between different infrastructures, the space remaining to develop the new entrance, in order to comply with the standards in force, including the technical and operational rooms required for operation, does not allow these premises to be moved south.
- The RTM corridor benefits from natural light through the main facade of the building and the east side facade, where the emergency exits are located.



11. Urban furniture and vegetation plan

- Existing urban furniture included in the project:
 - Existing benches along the bus loop, at the existing entrance;
 - Integration of benches into the landscaping of the public square at the facade of the new entrance;
- Vegetation plan integrated into the project:
 - Planting zones at the building facade, in the public square;
 - Planting at the end of the bus loop, along the glassed facade;
 - Planting vines at the base of the crash wall;
 - New building with a green roof.



Vegetation plan

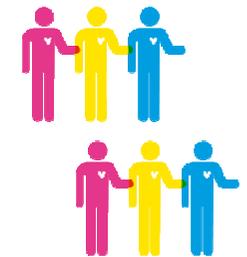
12. Public information

➤ Liaison committee

- The STM is preparing to set up a liaison committee. The objective is to ensure an ongoing relationship with the local community.

➤ Information for residents:

- A detailed communication plan is defined, will be implemented before the beginning of the work and will continue until commissioning.



13. Next STM public consultations

- Following an assessment of the public consultation on the Vendôme project, an internal working document will be prepared.
- Improvements will also be made to the STM website.



Consultation publique

PROJET VENDÔME,
MISSION ACCESSIBILITÉ

21 février 2017