

CONSULTATION PROCESS

RÉSEAU ÉLECTRIQUE
MÉTROPOLITAIN

August/September 2016



Approach and general principles

- Rigorous, transparent approach, concerned about the communities affected
 - > Listening to the points of view of all stakeholders
 - > Open discussion channels to promote dialogue
 - > Diverse means of communication
 - > Simplified information
 - > Discussion in all phases of the project, including construction and operation
- Continuous consultation with the community to optimize the project based on comments and concerns

Information and consultation approach

- **Objectives**

- > Take questions from stakeholders and give them direct access to experts from the CDPQ Infra team
- > Enable interested groups to access information on the project to be better prepared for the public hearings in which they will be participating
- > Take stock of the concerns, comments and suggestions from a maximum number of stakeholders

Information emails targeting the project announcement

- Blitz of information emails sent out targeting the project launch date to:
 - > Directly reach a large number of stakeholders
 - > Invite stakeholders to become aware of information documents

The targeted organizations on this email list is available in the impact study (more than 75 emails sent).

Sector-based and targeted discussion meetings

- **Objectives**
 - > Adequately inform stakeholders about the project
 - > Provide targeted information
 - > Take note of their comments and concerns

More than 150 representatives met Sector-based meetings

- Municipalities in the West Island
- Cities included in the Deux-Montagnes branch
- Economic groups
- Environmental groups
- Municipal groups
- Montréal mayors and boroughs concerned
- Transit groups
- Academics

Public open houses

- **Objectives**

- > Present the project to the general public
- > Give citizens an opportunity to ask their questions directly to CDPQ Infra representatives (a team of experts was on site)
- > Gather comments and concerns

Results of public open houses



1 500
participants

6

**villes et
arrondissements
visités**

- Arrondissement Saint-Laurent
- Brossard
- Île-des-Sœurs
- Pointe-Claire
- Deux-Montagnes
- Centre-ville de Montréal

Results of public open houses

Appréciation globale
des portes ouvertes



Qualité de l'information
(sujets abordés)



87% sont satisfaits
ou très satisfaits

Aménagement des lieux et
choix de la salle



Participatory platform (MétroQuest)

Online participatory platform developed to seek input from the general public on certain aspects of the project

- Accessible on the CDPQ Infra website (early June to end of August).
- Shared during the public open houses and on social media

Aspects surveyed

- Prioritization of attributes of the service for the future REM (e.g. frequency, access to stations, fare, etc.)
- General perception of the project
- Access to stations
- Stations and living environment
- Means of communication
- Preferred topics of interest

Results – Participatory platform (MétroQuest) (as of July 20, 2016)

1000
répondants

88%

des usagers sont très en accord
ou en accord avec le projet.

Top trois des priorités des futurs usagers

1.



Fréquence

2.



Temps
de parcours

3.



Connexion
au réseau

Email address and phone line dedicated to the project

- More than **300** emails and **30** calls received as of August 31, 2016

Main themes addressed

- Connection to existing networks
- Choice of technology
- Change of technology on the Deux-Montagnes line
- Procurement
- Public open houses

Newsletter

- Three newsletters sent out since June 2016
- More than 1,700 subscribers as of August 31, 2016



Social media

- CDPQ Infra has an active presence on different platforms
 - > Facebook (facebook.com/cdpqinfra) – more than 360 followers
 - > Twitter (@CDPQInfra) – 765 followers
 - > YouTube
- Sharing of videos, visual simulations, schedule of public open houses and varied information on the project
- Active dialogue and direct responses to followers' questions

Website

- A tab for the REM was created on the CDPQ Infra website (www.cdpqinfra.com), with varied information:
 - > Route and stations
 - > Travel time
 - > Frequency
 - > Information and consultation approach
 - > Interactive map of the route
 - > Videos

Main comments and concerns

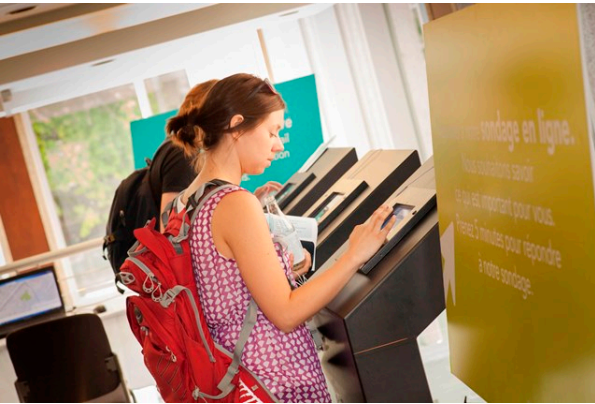
- Access to stations
- Coordination and integration with existing networks
- Connections between the networks
- Information and consultation approach (methods, approach)
- Development of the REM and interfaces with the other authorities
- Development of the réseau de transport métropolitain and the role of the ARTM
- Schedule
- Management of work
- Business model
- Stations (location)
- Fare and fare integration

Consideration of comments and concerns

- Optimization of the location of stations and feeder buses
- Realignment of the section of the route as it dips underground in the Technoparc to be at rock level in the wetlands area
- Moving east certain facilities planned for the Sainte-Anne-de-Bellevue terminal
- Integration of the REM route into CN's aerial tracks (new agreement)

Next series of public open houses

- Second series of public open houses in fall 2016 addressing in particular **design and access to stations**



During construction – community relations

Implementation of a community relations office to:

- Proactively distribute information related to construction and have discussions with stakeholders to minimize impacts
- Maintain permanent contact with the residents affected by the construction and the authorities concerned
- Maximize the use of existing communication channels to reach as many citizens as possible

During construction – neighbourhood committees

The purpose of neighbourhood committees is to:

- Facilitate discussion between residents affected by the construction
- Maintain the lines of communication open throughout the construction phase, both with residents and businesses and institutions affected by the project
- Provide updates on the construction
- Address concerns of each person and work to put in place shared solutions and mitigate the repercussions of construction
- Convey information to persons concerned