

Summary of questions Virtual information session | Work at Outremont station

December 8, 2021

Shuttle and bus

- 1. Where can I get the shuttle schedule? Will it be available on the Citymapper app?**

Given the high frequency of the shuttle (every 4 and 6 minutes), there will be no schedule available online. The shuttle will follow the métro schedule. There will be a constant flow of buses travelling between the two stations.

- 2. How much longer will trips be with the shuttle during rush hour?**

The shuttle route avoids traffic as much as possible. We expect that travelling between Outremont and Acadie stations will take more than 4 to 6 minutes, making the trip about 6 minutes longer.

- 3. Will the shuttles be electric?**

No. Almost all STM buses are hybrid.

There are currently only seven electric buses running on line 36 Monk. Thirty long-range electric buses will gradually be put into service on certain bus lines during the winter.

There are no electric buses planned for the 805 shuttle.

- 4. My children study at Collège Stanislas and get off at Outremont station every day. Will there be a special shuttle for students?**

No. Students will not have a dedicated travel service. Students can use the shuttle, and the trip frequency will be adapted to rush hours (namely school schedules).

- 5. As a senior citizen, I would like it to be clear that the 160 Beaubien and 161 Van Horne bus stops have moved. Will there be signs?**

The 160 and 161 bus stops are being relocated to the corner of Dollard and Van Horne. Signs will be put up to indicate the change.

- 6. Will there be bus shelters installed to shield us from bad weather?**

The STM installed temporary bus shelters last year and, unfortunately, we had to remove them due to complains about their look. We do not have any newer models to install, so there are no bus shelters planned for now.

We are working closely with the borough to obtain the necessary authorizations to install a new bus shelter. We too believe that bus shelters are needed.

7. Why is there no shuttle between Outremont and a station further west on the Blue line (for example, Édouard-Montpetit station)?

We found that a shuttle to Acadie station would be the best choice due to the relatively short travel times in both directions, and because alternate routes would be possible in the event of unexpected street closures during the closure. There is not enough room for multiple buses at Édouard-Montpetit station due to ongoing Universal Accessibility work and street closures related to the REM construction. The travel time between Édouard-Montpetit and Outremont would also be twice as long as the one between Acadie and Outremont.

8. How often will the shuttle run in the evening? Many people go to work and school during that time.

We are expecting the frequency to be every 6 minutes. We will adjust the service as needed.

9. Will the shuttle have seating for small children?

The shuttle was planned with pre-pandemic ridership data, whereas our current ridership within the network is only at 60%. We used this data to ensure physical distancing and to allow for plenty of space inside the shuttle, including seating.

10. Will there really be enough buses for school in the morning? I am worried that children will be late to class.

The shuttle is replacing the métro. We will follow the current métro schedule by adding buses to keep up with the demand. With that in mind, we will have to adapt, and customers will have to plan that their trips will be about 6 minutes longer than usual.

11. Is it possible to move the shuttle stop to Stuart and Van Horne?

No. This is not possible, because we already occupy all the space in that area.

12. Is it possible for the shuttle to go to Parc station?

No. Parc station is currently at full capacity and cannot accommodate the shuttle. The estimated time is also 11 minutes, making it longer than the 805 shuttle.

13. Is it possible to add stops to the 805 shuttle route?

No. The shuttle is replacing the métro service and only makes stops at Acadie and Outremont métro stations to optimize the efficiency of the route.

14. What is the best way to travel to Édouard-Montpetit or Université-de-Montréal stations?

The best way would be to take the 805 shuttle. This option is what the STM recommends. That would be the fastest and most efficient way, since the shuttle will run often, and the service will be steady and direct (without any stops on the way).

Other routes are possible with bus lines 119 and 51.

15. This will be an big detour for seniors and people with reduced mobility. Why is the 805 shuttle not making a stop on either side of the métro—or if that is not possible—why not make the sidewalk on the south side of Van Horne accessible?

Adding this stop is not safe because of the position of the bus when it turns left on Outremont. This would also add 2 minutes to the shuttle's route.

The south side of the sidewalk will be accessible east of Wiseman, but the west side will not be accessible for eight months because it will be part of the worksite. People on the south side will have to cross Van Horne twice.

16. Will the shuttle service be free?

No. A valid STM fare will be required to use this service.

[Work and station closure](#)

17. Is it possible to postpone the closure until after winter, when other commuting options will be available (BIXI)?

No. Postponing the closure would unnecessarily extend the work by several months. Moreover, the closure dates were chosen with the borough to ensure that the métro would be reopened by the start of the 2022 school year.

18. Will the work include accommodations that will improve bicycle access in the métro?

New elevators will be added as part of the station's accessibility work, which will make the station easier for people with bicycles.

19. I witnessed a security problem at the corner of Wiseman and Van Horne. How is this issue being addressed?

We have already made arrangements with the police to clear the view by moving the worksite fences.

Regarding the condition of the road, the sidewalk is, in fact, no longer walkable, and we have poured concrete to smooth the surface. As for snow and ice, we are aware that this path is important, and we will make sure to clear the snow and cover the way with salt.

20. Why does Outremont station have to close? Other stations, such as Berri-UQAM, did not need to close when they were undergoing work.

Closing a métro station is a last resort for the STM. Outremont station is different because it only has one entrance building. The upcoming work cannot be performed while keeping the station open without compromising the safety of customers.

21. Is it possible that the closure will last longer than eight months?

It is very unlikely. Work conditions inside the station are more predictable and controlled than those outside. There could be still some minor work left to do (wall finishes, etc.), but this would not compromise the station reopening at the expected date.