

**SUGGESTED *STM/AMT* IMPROVEMENTS FOR PUBLIC TRANSIT
RECOMMANDATIONS SUGGÉRÉES POUR LES AMÉLIORATIONS DU SERVICE *STM/AMT***

[TONY MANDL - Page 1 - August 18, 2005]

(A) SECURITY (PRIORITY):

- 1) Installation of security cameras:
 - a) in all metro stations;
 - b) on all bus, metro, and AMT platforms;
 - c) in and around all kiosks, turnstiles, and information booths;
 - d) in all public tunnels, and;
 - e) in all STM/AMT vehicles, including:
 - (i) buses;
 - (ii) Metro vehicles, and;
 - (iii) AMT passenger cars.
- 2) More police/security surveillance in metro/AMT stations and in metro trains;
- 3) More severe penalties for graffiti and vandalism;
- 4) More signage warning of penalties and fines for graffiti and vandalism;
- 5) Remind the public of the cost to taxpayers of STM property, including vehicles, shelters, and stations, by posting decals and signage listing replacement costs.

(A) LA SÉCURITÉ (UNE PRIORITÉ)

- 1) L'installation des caméras de surveillance:
 - a) dans toutes les stations du système de métro;
 - b) sur toutes les plateformes du système;
 - c) dans et autour de toutes les cabines et kiosques touristiques;
 - d) dans tous les tunnels publics, et;
 - e) dans tous les véhicules du système, incluant:
 - (i) les autobus;
 - (ii) les wagons du métro, et;
 - (iii) les wagons des trains de l'AMT.
- 2) L'engagement de plus d'agents de police et personnel de sécurité à bord les bus, le métro et les voitures de train ;
- 3) L'augmentation des peines et amendes pour graffiti et le vandalisme;
- 4) Plus de signage pour indiquer les peines augmentées et les amendes.
- 5) Rappelez le public du coût aux contribuables de propriété de STM, y compris les véhicules, les abris, et les stations, en mettant des autocollants et des étiquettes énumérant les coûts et prix de remplacement.

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(B) BUS SERVICE:

- 1) Introduce automatic bus pass and currency readers;
- 2) Introduce free service for "Smog Alert" days;
- 3) Equip some buses on main routes with bike racks (like the 211/221 routes);
- 4) Divide the Night Bus route 356 into the original 356 "Express" to Dorval/Pte. Claire/Ste. Anne, and re-introduce the original 354 Night Bus for the NDG/Westmount/Ville St. Pierre/Lachine route;
- 5) Change the terminus for the 225 express bus from the Côte Vertu metro station to the De la Savanne Metro stop;
- 6) Create a more efficient grid of bus lines on the West Island to replace the meandering "spider web" of existing routes;
- 7) Not all buses need terminate at Fairview Shopping Mall;
- 8) Continuous and frequent bus service the entire north-south length of St. Jean, St. Charles, and Sources Blvds;
- 9) Bus route #209 should offer service all day, and not just during rush-hours;
- 10) Improve design of bus shelters since the present glass-and-metal structures are unusable in hot weather, particularly for the aged;
- 11) Introduce air conditioning into all vehicles as is the case for Toronto's TTC vehicles;
- 12) Better training for vehicle operators in the use of the automatic ramps for passengers who use wheelchairs.

(B) SERVICE D'AUTOBUS:

- 1) L'installation de lecteurs automatiques pour la monnaie et pour lire les cartes mensuelles;
- 2) L'introduction du service gratuit les jours qu'il y a des "Alertes au Smog";
- 3) Équipez quelques autobus avec des supports de vélo;
- 4) Remplacement de la route de service de nuit #356 avec la route originale qui prenait l'Autoroute 20 jusqu'à Ste. Anne de Bellevue, et réintroduisez l'ancien bus de nuit #354 pour servir les villes et arrondissements de NDG, Westmount, Ville St. Pierre, et Lachine;
- 5) Remplacement du terminus Côte Vertu pour l'autobus #225 pour la station de métro De la Savanne;
- 6) Création d'un système d'autobus plus efficace dans les banlieues à l'ouest de Montréal en remplaçant "la toile d'araignée" de routes existantes avec des routes d'autobus plus directes;
- 7) Pas tous les autobus ont besoin d'utiliser le Centre d'Achat de Fairview comme terminus;
- 8) Un meilleur service d'autobus plus fréquent la longueur entière des boulevards St. Jean, St. Charles, et des Sources;
- 9) Bus #209 devrait offrir service pendant toute la journée, et non-seulement pendant les heures de pointe;
- 10) L'amélioration de la conception des abribus puisque les structures de métal et verre existantes sont parfois inutilisables quand c'est chaud et humide, particulièrement pour les usagers plus âgés;
- 11) L'introduction de l'aire climatisée dans tous les véhicules comme c'est le cas pour les véhicules du TTC à Toronto;
- 12) L'amélioration de l'entraînement offert aux chauffeurs à propos de l'usage des rampes automatiques pour les passagers qui utilisent des fauteuils roulants.

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(C) METRO SYSTEM IMPROVEMENTS:

1) STATION IMPROVEMENTS:

- a) Installation of escalator from upper platform to kiosk level within Lionel Groulx Metro station;
- b) Second entrance to Georges Vanier Metro station North of Ville Marie Expressway;
- c) Extend Metro service until 2:00 am (as is the case for Toronto's TTC Subway service);
- d) Increase frequency of Metro train service to every 3 to 5 minutes all day.

2) NEW STATIONS:

- a) New inter-modal stop at Namur Metro Station to serve Laval/Blainville train line;
- b) New Metro station on Orange Line at "Ste. Catherine" to serve as intermodal station with Rigaud line;
- c) New Metro station on Yellow Line in Old Port area ("Bonsecours?");
- d) New Metro stop on Orange Line between Vendome and Villa Maria;

3) METRO LINE EXTENSIONS:

- a) Extend Blue Line East to Anjou, and West to at least Cavendish Blvd. area and/or further westward;
- b) Extend Orange line north of Cote Vertu to create intermodal station with Deux Montagnes line at Bois Franc;
- c) Extend Green Metro line West to Lachine;
- d) Extend Yellow Line south and east to Longueil at Rolland-Therrien;
- e) Extend the Yellow Line to McGill station.

(C) AMÉLIORATIONS DU SYSTÈME DE METRO :

1) AMÉLIORATIONS DES STATIONS:

- a) L'installation d'un escalier roulant dans la station de Métro Lionel Groulx, de la plateforme supérieure, jusqu'au niveau de kiosque;
- b) La création d'une deuxième entrée à la station de Métro de George Vanier au nord de l'Autoroute Ville Marie;
- c) Une prolongement de service de Métro jusqu'à 02:00 les matins (comme c'est le cas pour le service de métro à Toronto) ;
- d) L'augmentation de la fréquence des trains de métro à chaque 3 à 5 minutes toute la journée.

2) NOUVELLES STATIONS :

- a) L'installation d'une nouvelle station « inter-modal » à la station de métro Namur pour servir la ligne de train de Laval-Blainville;
- b) L'installation d'une nouvelle station de métro sur la Ligne Orange (« Ste. Catherine ») pour servir comme une station inter-modal avec la ligne de train de Dorion-Rigaud ;
- c) L'installation d'une station au Vieux-Port sur la Ligne Jaune entre les stations Berri-UQAM et Jean-Drapeau. (« Bonsecours »);
- d) L'installation d'une nouvelle station de Métro sur la Ligne Orange entre Villa Maria et Vendôme (« Sherbrooke »).

3) PROLONGEMENT DE SERVICE DE MÉTRO :

- a) Une prolongement de la Ligne Bleue jusqu'à Anjou, et vers l'ouest jusqu'à au moins le Boulevard Cavendish.;
- b) Une prolongation de la Ligne Orange jusqu'a la gare de train de banlieue Bois-Franc;
- c) Une prolongement de la Ligne Verte jusqu'à Lachine (ou Dorval);
- d) Une prolongement de la Ligne Jaune jusqu'au CÉGEP Édouard-Montpetit et Rolland-Therrien sur la Rive-Sud;
- e) L'extension de la Ligne Jaune de Berri-UQAM jusqu'à McGill.

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<p><u>(D) LIGHT SURFACE RAIL:</u></p> <ol style="list-style-type: none"> 1) Light surface rail on du Parc and/or St. Laurent; 2) Light surface rail North-South on Pie IX; 3) Light rail on St. Jean, St. Charles, and Sources Blvd. to connect Rigaud Line and Deux Montagnes line; 	<p><u>(D) LES TRAMWAYS SUGGÉRÉS:</u></p> <ol style="list-style-type: none"> 1) L'introduction d'un tramway sur l'avenue du Parc (et/ou sur Boulevard St. Laurent); 2) L'introduction d'un tramway sur l'avenue Pie IX; 3) L'introduction d'un tramway sur les boulevards St. Jean, St. Charles, et des Sources pour mieux servir les usagers qui voudraient avoir accès aux trains de banlieue sur les Lignes de Dorion-Rigaud et de Deux-Montragnes.
<p><u>(E) AMT SURFACE RAIL:</u></p> <ol style="list-style-type: none"> 1) A "Surface Metro" on the Dorion-Rigaud Line with more frequent and regular service; 2) A new "Surface Metro" on the Dorion-Rigaud Line should use a dedicated right-of-way, with direct stops at: <ol style="list-style-type: none"> a) Dorval Airport; b) Dorval Via Rail Station, and; c) STM bus terminal. 3) A new AMT surface commuter train service or light rail to serve Montréal-North, Rivière-des-Prairies, and Pointe-aux-Trembles; 4) A new AMT station at Chabanel on Lava-I-Blainville line to serve the "Marché Centrale." 	<p><u>(E) TRAINS DE BANLIEUE (AMT):</u></p> <ol style="list-style-type: none"> 1) Remplacement du train de banlieue sur la ligne Dorion-Rigaud avec une service plus fréquente et efficace ("métro de surface"); 2) Cette nouvelle ligne de métro Dorion-Rigaud servirait: <ol style="list-style-type: none"> a) L'Aéroport de Dorval; b) Station de Via Rail à Dorval, et; c) Le terminus de bus de l'STM. 3) L'Addition d'un nouvel train de banlieue ou "tramway" qui servirait les arrondissements et quartiers à l'est de Montréal, incluant Montréal-Nord, Rivière-des-Prairies, et Pointe-aux-Trembles; 4) Une nouvelle station de l'AMT à "Chabanel" sur la Ligne de Laval-Blainville qui servirait "le Marché Centrale."

Help make plans

I agree completely with Ron Goes' letter 'Join transit routes,' *The Chronicle*, July 20. The "spider-like" bus service on the West Island is indeed in need of rationalization, including the need for more frequent buses that travel the entire lengths of major routes like St. Charles, St.

John's, and Sources boulevards. I have already made such requests in writing and in person to members of the Société de transport de Montréal's administrative council, which meets 10 times a year at the STM headquarters at Place Bonaventure.

There are in fact just such discussions on the rationalization of bus service on the West Island, including the possibility of moving the main bus terminal from Fairview to a re-built Dorval interchange. There is also growing support for upgraded commuter rail service, including the introduction of rail shuttle service to Trudeau airport. The idea of a "surface metro" in fact goes back several decades, and I still have a colour brochure dated 1981 issued by Quebec, announcing the creation of such a surface metro, something which of course has yet to materialize. Please note that the City of Montreal held an open house for the first presentation of its Urban Transport Plan on June 16. Any member of the public could come to city hall chambers and ask questions or make comments about the plan, which includes potential changes for bus, metro, and train services. Unfortunately out of the island's roughly 1.8 million residents, only about 12 citizens showed up to make comments and suggestions. The deadline for public submissions is

Aug. 12, and actual presentations are set to begin Aug. 18. The STM council is indeed mandated to hold public meetings 10 times a year at its headquarters and any citizen or group can bring requests and questions. You can find a brochure at www.stm.info or at www.stcum.qc.ca. If transit users are indeed dissatisfied with STM Service, I invite them and all Montrealers to come and participate in improving Montreal's public transit service.

The Chronicle
JULY 27, 2005
Tony Mandl

THE GAZETTE, MONTREAL, THURSDAY, JULY 21, 2005

LETTERS TO THE EDITOR

Time has come for 'surface metro'

RE: "Plan for 'surface metro' link to downtown chugs ahead," July 14, 2005.

I am glad to hear that there is growing pressure for improved rail service to the West Island of Montreal, although the idea of a "surface metro" goes back several decades. I have a colour brochure dated 1981 issued by the Quebec government announcing the creation of such a surface metro, something that of course never materialized.

I certainly hope that this time there is indeed true interest in improving commuter rail service on the West Island.

I also noted that you indicate in your piece that "no date has yet been set for the public hearings at the city of Montreal's transportation commission, where proposals will be presented."

This is in fact untrue, since the first of Montreal's public hearings occurred on June 16, when the STM presented its strategic plan to city coun-

cil. Unfortunately, out of the island's 1.8 million residents, only about 12 citizens showed up to make comments (including me).

I would also like to mention that the deadline for public submissions by interested groups and individuals is Aug. 12, and presentations are set to begin Aug. 18.

Furthermore, please also note that the STM Council is mandated to hold public meetings at least 10 times a year at its headquarters at Place Bonaventure, and any citizen or group can bring requests and questions at the beginning of each meeting.

Meetings are normally scheduled for the first Tuesday of the month, except January and August, when there are no official meetings.

You can find a brochure at www.stm.info.

Tony Mandl
Pointe Claire

The Gazette JULY 14, 2005 How to fight for better transit

In his July 6 letter, "Quit your whining and drive a car," Peter Sipos complains that in "European cities it's easy to get around on well-run networks of subways, streetcars and buses."

And he adds: "Montreal's shabby public transit is not a logical solution."

Sipos feels that we should therefore all drive everywhere we go, instead of complaining about the poor quality of our public transit.

If Sipos is dissatisfied with bus and métro service in Montreal, he should stop whining and participate in efforts to improve it.

If citizens like Sipos were to demand better service from the city and provincial government, it would become a reality, as it is

in European cities.

I would also remind Sipos that the city of Montreal held an open house for the first presentation of its new urban-transport plan on June 16.

Any member of the public could have come to city hall to ask questions or make comments.

The Montreal Transit Corp. is also mandated to hold public meetings 10 times a year at its headquarters in Place Bonaventure, and any citizen or group can bring requests and questions at the beginning of each meeting.

If Sipos is indeed dissatisfied with the service, I invite him and all Montrealers to come and participate.

Tony Mandl
Pointe Claire

Gazette, Aug. 13, 2008

Transit troubles drive people to cars

Re: Gazette, Aug. 10, "What makes price-hit drivers pass on the bus pass?"

Public transportation leaves a lot to be desired, despite high gas prices.

For several years, I dutifully abandoned my car in favour of buses, métros and taxis during my daily commute.

But the métro is subject to frequent delays, making it unreliable; our buses literally throw

passengers about when they stop and start; and our taxis are dirty and drivers often rude.

Needless to say, I am back in my car, where at least I can sit in traffic in comfort and peace.

Gas prices will have to get much higher than they are now for me to venture onto Montreal public transit once again.

Bring on the electric car!

Jerry Rosenthal

Dollard des Ormeaux

Mismanagement probe needed

Re: Gazette, Aug. 10, "What makes price-hit drivers pass on the bus pass?"

I am alarmed that the federal and provincial governments are preparing to pour tens of millions of dollars into Montreal's mismanaged transit system.

The broken escalators, the failure to replace equipment purchased 40 years ago, and the poorly selected buses that are poorly maintained and poorly driven all add up to a frightening scenario calling for an investigation, not additional funding.

Joe King
Montreal

MTC should improve service, not marketing

Re: Gazette, Aug. 10, "What makes price-hit drivers pass on the bus pass?"

While the price of gas is escalating at alarming rate, you wonder why the public remains addicted to continue to using their vehicles and not public transportation. Really?

MTC officials said they have to do a better job of marketing. Marketing?

Fire them all.

The correct word is "service."

Graham Follette

St. Sauveur

Join transit routes

Deepak Awasti has given his opinion on the West Island transit situation ('Mass transit is the way to go,' *The Chronicle*; July 6). He advocates the "holistic approach," yet he falls into the politicians' trap of ribbon-cutting, big-ticket, fixed-infrastructure projects. Under his approach it will be a long time indeed until we see improvements in the local service transit, hardly a holistic approach.

A holistic approach requires that one understands the geographic nature of the West Island and the successes or failures of each route and the overall system. The West Island has three major north-south transport axes and three other major axes oriented east-west. Of these, only one is well served: Highway 20 (bus no. 211). The other five axes are Highway 40 (215), Pierrefonds (68), St. Charles

(201), Sources (rush-hour only 209) and St John's boulevards, inexplicably, with no contiguous bus service along its whole length (and don't let the route map fool you: no. 201 is not a true loop as buses approaching Fairview from both the north and south simply turn around there and retrace the route ending back at Fairview). Three axes are fairly served (215, 68 and 201: St. Charles portion). The 215 is fair because of the route deviations in the St. Laurent industrial park, 68: because of the lack of direct access to the Métro and the 201 because of its deviation into west Pierrefonds from St. Charles. The 209 axis is poor because of its rush-hour only status and the wasted portion along Lakeshore Road in Dorval. The St. John's axis service is poor because there is no bus that travels its whole length. This happened because of the spider-like hub-and-spoke system that was introduced at the commencement of West Island bus service.

So the solution is to provide adequate service along all six axes and to tie it together with at least two diagonal services forming a cross. This is done by joining routes and other changes to existing routes.

Chronicle
JULY 20, 2005

Ron Goes
Dorval

Send letters to: The Gazette, Suite 200, 1010 Ste.

Aug 12

Aug 10

Plan for 'surface métro' link to downtown chugs ahead

ALYCIA AMBROZIAK
THE GAZETTE

A proposal for a train shuttle linking downtown to the Dorval Circle and on to the Ste. Anne de Bellevue campuses of John Abbott College and McGill

University will be presented this summer at public hearings on transportation.

"What we call a surface métro line is a train shuttle that would be the equivalent of the métro, but above ground, a bit like the Go Train in Toronto,"

Nathalie St-Pierre, industrial commissioner for West Island, said last week after the presentation of Vision West Island 2010, a preliminary plan put together by the West Island Business Development Council and the Centre Locale de Développement in the West Island.

The organizations were asked in 2004 by West Island mayors to come up with a five-year development plan. The early version of that plan was presented to local community and business leaders.

A spokesperson for the West Island CLD said no date has yet been set for the public hearings at the city of Montreal's transportation commission, where the proposals will be presented, but the hearings are expected to take place in late summer.

St-Pierre said the shuttle to the Ste. Anne de Bellevue campuses is necessary because, among other things, an increase of 5,000 students at John Abbott College and the McGill University campuses has been forecast by the year 2010. There are more than 5,000 students at the CEGEP and 1,330 students are at McGill's Macdonald campus.

"That will also mean an increase in economic spin-offs," St-Pierre said.

In May, federal Transport Minister Jean Lapierre said modernizing the Dorval interchange will begin next spring and be completed by 2009. However, he added that the long-hoped-for shuttle train between the airport and downtown would have to wait until more

public money is available.

St-Pierre said the West Island preliminary proposal also calls for a reorganization of bus service around Dorval Circle rather than at the Fairview shopping centre where it is now located.

Key road projects in the proposal included linking Highways 40 and 20 through Morgan Rd.; extending Jacques Bizard Blvd. to Highway 40; creating Highway 440 from Gouin Blvd. to Highway 40, a road which would eventually link Laval to the West Island through Île Bizard and creating access from Highway 20 to the John Abbott College/McGill University campus.

aambroziak@
thegazette.canwest.com

New commuter trains are failing their passengers

For what was hyped as a great breakthrough in public transit comfort the Agence métropolitaine de transport's new 2000 series Bombardier gallery cars are proving to be less than reliable.

One morning, a complete lack of air conditioning brought the interior temperature close to a

sweltering 40 Celsius, and on June 30, a westbound train was stalled in the Montreal West station, its doors frozen shut, for almost 15 minutes before it was taken out of service, delaying passengers upward of an hour.

These low-performance standards must be addressed, since

we are not talking about new technology, but the introduction of a model that has been used successfully in Toronto for more than 30 years.

There is also no excuse for the attitude of on-board AMT security and Canadian Pacific Railway operating personnel.

They failed to apologize for the

inconvenience, and erroneously suggested that replacement trains were on the way, rather than already crowded scheduled trains.

They also engaged in shouting matches with aggravated passengers.

Stephen Pickford
Beaconsfield

JULY 6, 2005 (The Gazette)