Frequently Asked Questions

These are all of the questions for our experts from participants in the first "A TRAM IN MY TOWN" public information meetings.

Choice of mode and circuit

Are the mode and circuit final and definitive?

This is the optimal solution recommended based on the comparative analysis of the different scenarios reviewed. The all-tram scenario is the one that best meets the needs identified and detailed in the complementary study.

- The preferred option for insertion in downtown Ottawa is a tunnel under Sparks Street.
- If the tunnel option proves not to be feasible (due to cost or technical issues), the alternative would be insertion at grade on Wellington.

Both of these options will be more fully detailed in subsequent stages of the pre-project phase.

Is not premature to qualify the submitted circuit as optimal, and is it really optimal?

The purpose of the complementary study was to identify an optimal mode and circuit based on several comparative analyses of different possible options. The aim was to identify the direction in which further analyses should be taken in subsequent stages of the pre-project phase.

Will the project keep evolving and getting fine-tuned in the next steps (pre-project, detailed design, approvals by authorities and construction)?

Yes, the project will continue to evolve given that we are only in the early stages. The study helped identify the project’s main lines, that is to say the choice of circuit and the technology. It also helped identify which analyses should be pursued in the pre-project phase.

What would be the impact on the Plateau neighbourhood of placing tracks on the current roads (chemin Vanier, boulevard du Plateau, boulevard St-Raymond)?

On chemin Vanier and boulevard du Plateau the impact would be minor because that section is wide enough to accommodate the arrangement of a tram in the centre, flanked by traffic lanes.
and then sidewalks and bike lanes in each direction. Some adjustments will be needed near the businesses on boulevard du Plateau, where there is currently greenery.

The main change will be the removal of the traffic circles on boulevard du Plateau, which will be replaced by traffic lights. These will enable vehicles to cross the rails to turn left at those intersections.

There will be an exchange hub between the local system and the dedicated system at boulevard St-Raymond. This will be large enough to accommodate the tram, traffic lanes and bike lanes, but will require the addition of a walkway over the boulevard des Allumettières viaduct.

**Will you be widening boulevard du Plateau?**

No, boulevard du Plateau is wide enough to accommodate the tram and its other components (sidewalks, bike lanes, stations).

**Why did you choose insertion on boulevard Lucerne rather than on boulevard Alexandre-Taché given the distance from the Rapibus? Also, how many potential customers do you expect? Is the passage of the tram behind UQO a final decision?**

Intuitively, we would expect the tram to pass on boulevard Alexandre-Taché. But in-depth studies yielded different results.

From the point of view of accessibility, the population pools served are quite similar, almost identical, whether we use boulevard Alexandre-Taché or boulevard Lucerne, which is slightly to the south.

The advantage of boulevard Lucerne is that it would require no partial or total land acquisition. Because boulevard Alexandre-Taché is very narrow, inserting the dedicated system on this artery would require the demolition of some 20 commercial or residential buildings. Thus, this option would have a rather significant impact on the built environment. All things being equal in terms of system performance, using boulevard Lucerne would avoid the demolition of several buildings. In addition, the results of the public consultation conducted in 2019 indicate that passing the tram behind UQO got 53% of the votes, far more than the Alexandre-Taché option (24%).

Boulevard Alexandre-Taché would also be freed of its reserved lane, which would no longer be required. Thus, this space could be put to other uses, and would provide the opportunity to improve the urban layout (i.e. wider sidewalks, more street parking for businesses, greenery, etc.). Given that Gatineau’s land use plan only provides for one traffic lane in each direction on this artery, that would mean a lot of changes, and would finally allow for the long-awaited changes to boulevard Alexandre-Taché.

**Given the limited size of the old Val-Tétreau neighbourhood, is there not a risk that it may be devalorized by this option?**

The introduction of a tram would help revalorize the sector. The construction of a dedicated system requiring a full redesign would be an opportunity to finally give boulevard Alexandre-Taché its long-awaited facelift.
Why not connect with boulevard Alexandre-Taché at the level of the cemetery?

Boulevard Alexandre-Taché is too narrow there, which means that we would have to infringe on the built environment, which would require several exhumations.

What will happen to the street parking along the tram’s path?

In order to properly meet the demand of future customers of the dedicated public transit system, it is important to determine the order of priority for access to the different stations: access to active modes, good local service, controls over street parking, and park-and-rides.

A policy on street parking near the stations will be introduced to limit the nuisance associated with excess parking on side streets.

In some cases, Gatineau may have to prohibit street parking for safety reasons.

In some places, in order to limit the width of the right of way required for the project, would it be possible to introduce a single track two-way tram, as well as a single car lane?

For safety reasons, the single-track two-way tram was not selected. However, in some places, we are looking at having a single car lane, such as on boulevard de Lucerne behind UQO.

Will the tram use the Montcalm – Eddy section?

After boulevard Alexandre-Taché, the tram would turn onto boulevard Lucerne at the Saint-Dominique park-and-ride. From that point, there would be an impact on the built environment if it continued on boulevard Alexandre-Taché. By turning boulevard Lucerne into a westbound single lane, we could recapture the space required to insert the dedicated system. This mitigation measure would allow for the tram and the bike lane without affecting any buildings along the way.

The tram would then continue on rue Belleau behind Université du Québec en Outaouais (UQO). Given that UQO’s main entrance is on Lucerne, this is UQO’s preferred option. In discussions with UQO officials, it was decided to build a pedestrian link on their grounds to ensure access to the dedicated system to those residents living in neighbourhoods to the north. Thus, the tram would run at the back until rue Montcalm. Bringing it to boulevard Alexandre-Taché any earlier would require building demolitions.

At rue Montcalm, the tram would turn onto rue Laurier, which it would follow until the Portage Bridge. The roadway between Montcalm and Eddy would be fully reconfigured and moved closer to the Terrasses de la Chaudière buildings to maintain access to the Chaudière Bridge while accommodating the dedicated system.

Was the option of using the Prince of Wales rail bridge to connect to the O-Train at the Bayview Station considered, and if so, why was it not selected?

The Prince of Wales Bridge is too far west of the Gatineau and Ottawa downtowns, which are our customers’ main destinations. Also, the O-Train’s capacity is not sufficient to accommodate
all Gatineau riders heading to Ottawa. For additional information, go to the Web page on the Prince of Wales Bridge.

Among the options you looked at, did you take into consideration the new complex on boulevard Sacré-Cœur, which will bring 5,000 to 9,000 new workers here by 2028?

The complementary study took into account all of the projects (in Ottawa and Gatineau) that could have an impact on the dedicated public transit system.

Some major projects are planned for the Ottawa and Gatineau cores in terms of residential developments and mixed activity hubs/neighbourhoods. These will be served by a dedicated public transit system.

Consequently, a number of issues involving land use and transportation considerations were addressed, particularly in terms of accessibility, sustainable mobility, urban integration, user friendliness and safety.

Why is there no link between the two circuits in the west end? (north axis via Vanier / Du Plateau and south axis via Allumettières / Wilfrid-Lavigne).

Data on demand for trips along the Plateau-Aylmer origin-destination circuit do not justify an extension of the axis for the optimal scenario that ends at Vanier - Vanier/Allumettières. The planned bus offer will meet the projected demand between these sectors.

Why not use the boulevard des Allumettières axis until boulevard Maisonneuve to get to Ottawa?

That scenario was considered, but rejected, because it would have been much more expensive. In addition, far fewer customers would have been served than under the recommended scenario.

There was also the matter of operational issues associated with Allumettières and Maisonneuve, as well as environmental impact issues in crossing Gatineau Park.

Has Ottawa agreed to an STO tram on Wellington Street?

The City of Ottawa and the National Capital Commission (NCC) are working with us on the project, and all of the elements under study have been presented to them and approved by them. For additional information, go to Update on the presentation of the analysis and recommendations on the insertion options to downtown Ottawa.

Is there any chance that the tram might reach the east end by the 2030s?

In addition to the west end of Gatineau, the tram may also someday serve Gatineau’s east end. The buses that currently run along the Rapibus corridor would then be replaced by rail transportation. This transition would still be a ways away, but is always possible in the longer term.
Self-driving vehicles will soon be hitting our roads. Is there not a risk that we may be making a massive investment in a fleet of vehicles that will shortly be obsolete?

Every public transit mode was reviewed for this project, including alternative modes such as the high capacity multi-articulated trambus, self-driving smart vehicles, light rail transit, the SkyTrain, the metro, and more. However, Gatineau’s population (285,000 inhabitants) does not justify vehicles with that much capacity.

In addition, some of those modes, including self-driving smart vehicles, have not yet been approved by Transport Canada.

### System features

**Has the choice of power source already been decided (catenary, integrated, ground-supplied)?**

It has already been decided that the tram’s electric power source will be supplied by catenary on the Quebec side. There are several models, and keeping the visual impact at a minimum will be a consideration.

From the Portage Bridge and all along Wellington until Elgin Street in Ottawa, if the at grade on Wellington option is used, the power will be supplied by batteries in order to protect that area’s heritage features.

Given the autonomy offered by current technology and the associated costs, using batteries on the entire route would not be a viable option.

**Will a tram’s arrival trigger traffic light changes at intersections? If so, will that have a negative or cumulative impact on the smooth flow of traffic?**

Yes, a tram’s arrival does trigger a traffic light change at intersections.

In most cases, the tram will go through the intersection moving straight forward at the same time as cars. The frequency of trams (approximately every 6 minutes in the Aylmer and Plateau sectors, and 3 minutes during peak periods) will limit the impact on traffic.

More detailed studies will be conducted in later stages of the pre-project phase.

### Timeline

**Why are we looking at 10 years to implementation?**

An infrastructure project of this scope involves several stages (opportunity study, preliminary engineering, confirmation of funding, government approvals, detailed engineering, construction, testing). The standard timeline for completing all of these stages is 10 years.
**Construction**

When will construction begin on the project?

Several steps must be completed beforehand. For the time being, no construction is scheduled to take place before 2025 or 2026.

Do you anticipate any residential and/or commercial expropriations?

Yes. There will be acquisitions along the circuit in order to secure the necessary space to integrate all the dedicated system components (tram, traffic lanes, sidewalks, bike lanes, stations). This information will be provided in subsequent stages of the pre-project phase.

At what point will the expropriation plan be released and the affected property owners contacted?

A number of steps must first be taken, such as collecting more precise land data, to determine whether what needs to be acquired is strips and/or borders, or entire properties. Certain measures could be introduced to avoid some expropriations, such as adding a wall, for instance. According to the current plan, this information should be available and released by late 2023.

Will the adoption of Bill 66 in Quebec make it necessary to start this project sooner so it can begin before 2023-2025?

This project is listed under An Act respecting the acceleration of certain infrastructure projects. To date, the projected timeline does not include any preparatory work prior to 2024, as long as the environmental studies and approvals are obtained on time. The preparatory work would include relocating certain public services (e.g. Hydro Québec, Bell, gas) along the future tram’s right-of-way.

What measures will be used during the construction to mitigate disruptions to the lives of residents living nearby?

According to the current plan, no construction is planned before 2025 or 2026. Once construction begins, it will be done in stages.

Until then, before the work begins, neighbourhood committees will be set up to organize information and consultation meetings with affected residents’ and merchants’ associations. Key stakeholders will also be identified to ensure good communication with the construction community.

**Mitigation measures**

Certain residents along the proposed circuit will be significantly affected. What measures will be put in place to reduce disruptions (noise, vibration, aesthetics) associated with the presence of the tram?
The dedicated public transit system is a key infrastructure project that affects several sectors throughout the city, but that, at the end of the day, will enhance everyone’s life and help fight climate change.

All affected areas will be carefully identified and analyzed, alternatives will be considered, and mitigation measures will be developed as the project progresses. There are as many mitigation measures as there are situations, and each one must be designed in consultation with the local residents, based on the realities and needs of each sector.

**What mitigation measures are there against noise and aesthetic disruptions along chemin d’Aylmer between chemin Fraser and the DoubleTree, where homes overlook the road? What noise and vibration mitigation measures are there for boulevard Alexandre-Taché at rue Royale (in front of the Italian embassy)?**

All affected areas will be identified and analyzed, alternatives will be considered, and mitigation measures will be developed as the project progresses. The mitigation measures will be chosen in consultation with the local residents.

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**Environment**

**What environmental studies have been done to date along the proposed circuit, and what environmental studies remain to be done?**

The complementary study that is currently under way provides a summary assessment of the potential environmental impact for each of the circuits considered.

More detailed environmental studies were undertaken in 2020 for the three circuits on the Gatineau side. Those studies included:

- Hydrographic and hydrological characterizations of secondary waterways
- Environmental site assessment, phase I
- Characterization of wetlands, aquatic and terrestrial ecosystems (including wildlife and vegetation inventories)
- Study of the archaeological potential
- Noise study

The next phase of more detailed environmental studies will begin with a project notice and the identification of preliminary issues. The process will have to meet the requirements of the Ministère de l’Environnement et de la Lutte contre les changements climatiques (MELCC). The environmental studies prepared to date will be included. Everything will be documented in the environmental impact study for a future public information session.

**What mitigation measures are being considered for natural environments along the circuit?**

The mitigation measures will be identified later during the upcoming environmental impact study.
A similar scenario looked at more than 20 years ago (Viabus) was largely rejected by the shoreline property owners in the Millar and Val-Tétreault sectors because of its major environmental and human impact. Do you think these issues have disappeared?

Social issues (such as unceded ancestral lands) and environmental issues (species protection, etc.) will be addressed in greater detail in the pre-project phase.

What we know already is that passing the tram behind rue Millar will not encroach on the built environment (no total or partial land acquisition), which would not be the case if it were to pass on boulevard Alexandre-Taché.

The project bureau will pursue its discussions/consultations with the residents’ associations and key stakeholders in that sector throughout the pre-project phases in order to propose appropriate mitigation measures.

**Noise and vibration**

How will residents be affected by the noise once the system is in place? Is the noise comparable to that made by buses and traffic? Are you conducting studies in that regard?

Because all of the vehicles are electric, the noise level is expected to be the same as or lower, depending on the sector. However, mitigation measures are recommended in given sectors where a slight difference has been registered, and meetings will be organized with the concerned residents and merchants.

Given that noise mitigation measures will cost more, will there be additional investments in the concerned sectors?

The noise mitigation measures will be reviewed in later stages of the pre-project phase.

In certain sectors, buses and transport trucks cause vibrations in homes. Will there be ground studies to ensure that the tram does not exacerbate the problem?

One of the components of the upcoming environmental assessments will be a vibration study.

Will it be possible to get an exemption from the use of a warning bell when the tram reaches the station? It makes a lot of noise and can be very unpleasant.

A tram is a silent mode of transportation. For safety reasons, the rafts are equipped with a short sound alarm (bell) to warn other users of the public right of way (pedestrians, cyclists, etc.) of the tram’s arrival.

How many decibels have you set as the noise tolerance level for riders and residents living near the tram?

The Ministère des Transports du Québec (MTQ) determines the noise level based on the intensity of the sound of road traffic. The noise indicator used by MTQ is the average noise for a
full day (24 hours). This noise indicator was used to predict the reaction of communities to road noise. The following are the categories of noise disturbance:

- below 55 dBA: acceptable
- 55 to 60 dBA: low
- 60 to 65 dBA: average
- above 65 dBA: high

The tram scenario used should not have a significant noise impact on homes. Only a slight noise impact is expected on boulevard de Lucerne in comparison to the reference point because there is not much traffic on this roadway, but the noise disturbance level will remain “acceptable” (below 55 dBA). For all other segments, the sound impact will be nil compared to the reference point.

What is the noise impact for a model whose power supply is by catenary?

An electric tram generally does not make much noise. Given that the rolling stock has not yet been identified, it is difficult to estimate the noise level precisely. More in-depth analyses will be conducted in subsequent stages, and mitigation measures may be identified for certain sectors.

Accessibility

The average distance of 700 metres between tram stations may be long walk for some people. Will there be feeder buses within neighbourhoods to take riders to the dedicated system?

As with the current Rapibus service, the plan is to have local buses take riders to the tram stations. Details of this service will be provided later, and a public consultation will be arranged at the appropriate time.

Ridership

What volume of riders, per hour and by direction, have you estimated for the tram system?

It is estimated that the tram’s two axes (Aylmer and Plateau) will carry approximately 15,000 riders during the morning peak periods, and 17,000 during the afternoon peak periods, and approximately 50,000 in total per day. There will also be riders during the down periods (early mornings, mid-days and evenings, as well as on weekends).

Do ridership projections indicate that the tram’s projected capacity will be enough to meet the growing demand?

Yes, and that is the great advantage of the tram. Whereas, per trip, a standard bus will carry 55 riders and a bi-articulated bus will carry 125 to 150 riders, a tram will carry 300 to 350 riders. And because it is modular, it can adapt to growing capacity through the addition of modules, giving it welcome flexibility.
**Wintertime**

**How is the snow cleared?**

Snow clearing is very similar to clearing a standard road. Freezing rain is probably a bigger challenge than snow, but given how often the tram passes, the ice should not have time to build up on the tracks. If it does, the tram has integrated systems that scrape the cable as it passes to prevent ice accumulation.

Studies indicate that the choice of an electric tram is compatible with Gatineau’s climate.

**How will you address the problem of inevitable equipment breakdowns, as happened with Ottawa’s O-Train?**

The purpose of the pre-project design phase is to properly identify every aspect of the tram system, anticipate issues that may arise, and choose rolling stock and system components that meet those needs.

**Has this option been proven in an environment similar to Quebec’s (winter, sub-zero temperatures)? It there any precedent elsewhere?**

Trams have been used in Scandinavian cities, western Canada and northern US states. Closer to home, trams are also used in Toronto and Waterloo, which have similar climates.

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**Pandemic**

**Telework has already drastically reduced traffic, including the use of public transit. Your projections were prepared before the pandemic. What will we do with the infrastructure if telework continues?**

We are talking about a transportation and urban development infrastructure that is designed to meet the region’s needs for the next 30 to 50 years. The pandemic will no doubt have an impact over the next few years, but the situation will not change transportation needs over the very long term.

All transportation organizations have prepared their long-term analyses, and the findings indicate that the situation is gradually returning to normal. In the end, we estimate that it will take three to five years to return to pre-pandemic levels of ridership. Telework will affect some of that ridership, but will remain marginal compared to pre-pandemic levels. COVID will have delayed the projections by no more than a few years. This is why all public transit project are moving ahead, and none have been cancelled (RTC, REM, etc.). The pandemic’s impact will be felt more in the short term than in the medium and longer term.

It should be noted that the roads in Gatineau’s west end reached their saturation point in 2014. The pandemic has offered a respite, but this simply means that we have to seize this opportunity to firm up the project.
Do your post-pandemic ridership projections distinguish between private-sector and public-sector jobs? In Gatineau, public sector jobs are in the majority. Why not simply add electric buses?

Studies indicate that there is a significant risk of long-term saturation of the bus rapid transit system, despite optimization of the existing bridges (Champlain, Chaudière and Portage). The complementary study has demonstrated that the use of rail technology with larger capacity vehicles is necessary to ease the load on the roads in the city’s west end.

The federal government is seriously considering vacating several buildings, and developers have already announced the cancellation of development projects due to the increase in telework. Why not take these factors into account?

Several property developers we consulted confirmed that they were going ahead with their respective development projects (Brigil, Agora, etc.). No doubt the pandemic will have an impact on ridership over the next few years, but the situation will not change longer term transportation needs in Gatineau.

**Travel time**

How will tram travel times compare to current bus travel times?

Tram travel times are comparable to bus travel times on a nice sunny day. Bus travel times on reserved lanes are subject to disruptions (weather, accident, construction, etc.), and this is particularly true for more vulnerable roads at capacity. Tram travel times on a dedicated lane are more constant and reliable than for cars and buses.

**Park-and-rides**

Will there be more park-and-rides with this project? There is currently a definite shortage of park-and-ride spots, and these always fill up early in the morning.

Yes, the complementary study anticipates additional parking spots at the Allumettières park-and-ride, as well as at the new one at the corner of chemin Vanier and boulevard du Plateau. The Rivermead park-and-ride may remain as is. The increased frequency of service at the start of the circuit will reduce the need for people to board mid-way, which will help reduce the pressure on the Rivermead park-and-ride. Of course, these will all be reviewed in greater detail during the subsequent pre-project phases.
Will there be a 1:1 ratio for bicycle and car parking in the new park and rides and those that will be expanded?

It is not yet known at this time what the ratio will be for bicycle and car parking. This will be addressed in subsequent stages of the pre-project phase.

**Transfers between systems**

How will transfers between the different systems (tram, Rapibus, O-Train, other STO buses, bicycles and pedestrians) work?

The new park-and-rides will make bicycle access easier. We spread out the stations so that each one would serve one of the main neighbourhoods, at approximate intervals of 700 metres from each other. Too many stations would result in too many stops by the tram, which would be inconsistent with the concept of a dedicated system.

There will be two major transfer hubs on the Quebec side. The Plateau/St-Raymond transfer hub, on the north side, would handle transfers with local buses serving the Hull sector (periphery), the École secondaire Mont-Bleu and Collège de l’Outaouais neighbourhood (Campus Gabrielle-Roy), the hospital, etc. For the Rapibus, the transfer would take place behind UQO, near the synthetic turf soccer field. That is where the Rapibus and the dedicated system would meet. On the Ottawa side, the Lyon Station has been identified as the best place for the link with the O-Train. Riders would be able to make the transfers to head east or west from that station.

Why is it better to link the Rapibus to the tram behind UQO and near the Prince of Wales Bridge than on boulevard St-Joseph?

Accessibility analyses have shown that having one station right on the UQO campus and another at the Prince of Wales Bridge would make it possible to serve a larger pool of users within a 400 m radius (pedestrians) and an 800 m radius (cyclists). UQO has confirmed that it prefers access at the back (rather than at the front, on Alexandre-Taché) and a location closer to the pavilions and residences (rather than at the corner of St-Joseph).

If the tunnel under Sparks is rejected, how do you anticipate achieving an efficient transfer between the tram at grade on Wellington and the underground O-Train stations?

The complementary study recommends the construction of an underground pedestrian tunnel between the O-Train’s Lyon Station and the corresponding tram station on Wellington.

Secure pedestrian crossings will be sufficient at the other stations.
Rue Laurier sector

Is the closure of rue Laurier as recommended (whether full or partial) necessary and definitive?

Analyses show that adding a tram at the already busy Laurier/Eddy and Laurier/Maisonneuve intersections would be too disruptive. In order to reduce traffic at the intersections and thereby made it easier for vehicles to cross them, it is recommended that traffic on rue Laurier be restricted between rue Eddy and boulevard Maisonneuve.

The decision to close rue Laurier, whether partially (between Eddy and Laval) or fully (between Eddy and Maisonneuve) will be up to Ville de Gatineau. More in-depth analyses will be done in the next stages to fine-tune the proposed solution.

What would be the impact on access to local businesses or projects such as Zibi?

Local businesses and Zibi would still be accessible.

How will people coming from Ottawa via the Portage Bridge get to Zibi?

Zibi will always be accessible through rue Eddy. Under the partial closure (between Eddy and Laval) scenario, Zibi could also be reached via rue Laurier from the Portage Bridge. Under the full closure (between Eddy and Maisonneuve) scenario, Zibi could be reached from the Portage Bridge by turning right onto Laurier and then taking rue Hôtel-de-Ville, promenade du Portage and rue Laval.

Here again, more in-depth analyses will be conducted in subsequent stages of the pre-project phase to fine-tune the proposed solution.

Even though the study for the rue Laurier section has not yet been completed, do you have any idea of the costs associated with this major section at this point?

The rue Laurier section was always an integral part of the project costs. Full or partial closure would have little impact on the required infrastructure, hence on construction costs.

What is the traffic management plan given the closure of rue Laurier between Eddy and Maisonneuve? Particularly since you can’t turn left onto the Parkway from the Chaudière Bridge on the Ottawa side.

In terms of the section between rue Eddy and boulevard Maisonneuve, and access to the Portage Bridge, people coming from boulevard Alexandre-Taché would be redirected a little closer to Terrasses de la Chaudière for access to the Chaudière Bridge. But there would be no traffic between the two bridges (variant no. 1).

Under variant no. 2, this section would be partially closed to traffic (between Eddy and Laval), and there would be some automobile access between Laval and Maisonneuve to the Zibi neighbourhood.
More in-depth studies of these two variants have yet to be done, including the analysis of transportation modes, and integration into the urban fabric.

**Bike path and bicycles**

Will the Sentier des Voyageurs Pathway bike path and its park be affected by the proposed project?

The Sentier des Voyageurs Pathway will not be affected by the proposed project because it is much closer to the river. Its more winding path runs along the river, while the dedicated system will be installed right on the existing railway corridor.

Will there be bike supports like the ones shown in the slides (Flexity)?

The option of bike supports will be addressed in upcoming stages of the pre-project phase.

**Safety**

How can you ensure that boulevard Taché will not remain a thoroughfare for people driving from west and north of Val-Tétreau? Given the heavy traffic on boulevard Alexandre-Taché, how can you ensure the safety of people using the tram stations north of the Val-Tétreau neighbourhood in light of the risks and remoteness?

Once the tram is in place, the reserved lane on Taché will be eliminated. Boulevard Taché may be redesigned by Ville de Gatineau.

Given that there would only be one traffic lane in each direction on Taché, the narrower roadway would slow down drivers.

Given that electric trams are relatively quiet, what safety measures will be put in place near residential neighbourhoods?

Trams are indeed quiet. For safety reasons, the rafts are equipped with a short sound alarm (bell) to warn other users of the public right of way (pedestrians, cyclists, etc.) of the tram’s arrival.

What safety measures will be put in place near schools along the path of the tram?

These safety measures will be reviewed in later stages of the pre-project phase, and will be addressed in consultations with neighbourhood associations.

What will be done to ensure safe crossing of the tram tracks?

This aspect will be addressed in later stages of the pre-project phase.
**Rapibus**

Why not go with a bus rapid transit system like the Rapibus in the east end?

As with any dedicated project, projections are used to determine the most appropriate mode. In the east end, studies indicate that a bus rapid system would be sufficient. In the west end, where population growth is expected to reach 33% over the next 30 years, a bus rapid system would not be enough over the long term to relieve the system (2051 being one of the study parameters).

**Consultations and information meetings**

Do you anticipate any further activities or consultations with the community?

The necessary detailed pre-project phase analyses will be starting in the next few months, including the project’s preliminary design, the environmental assessment, the calls for proposals, and the technical services’ preparatory work. Efforts to involve the public will continue in the form of information and consultation sessions with residents and stakeholders on certain aspects highlighted during the pre-project phase, which will continue until late 2024.

The next public information meetings will take place on September 22 and November 17. For additional information, go to [sto.ca/tramwaygatineau](http://sto.ca/tramwaygatineau).

What consultations will take place with the Indigenous communities, in particular the Algonquin community? The circuit being proposed is on unceded ancestral land.

STO is working closely with the National Capital Commission and Ville de Gatineau, our project partner, to set up a consultation plan with Indigenous communities, including the Algonquin community. Discussions are expected to start in the fall of 2021.

**Service**

Will the STO be operating the tram?

This will be addressed in upcoming stages of the pre-project phase.

Could the number 59 bus continue to run at all times every 15 minutes?

The service offer will be addressed in greater detail in upcoming stages of the pre-project phase.
Loop

What loop is the federal government proposing? What will be the impact of the loop on the STO’s tram project?

The aim of the complementary study is to propose a mode and a path that \textit{a priori} meet the transportation needs of people in the west end for getting to the Gatineau and Ottawa downtowns. The interprovincial loop endorsed by the federal government could complement that of the tram because it essentially concerns off-peak period trips. Thus, there is no conflict between the two projects.

Funding

What kind of impact will this project have on municipal taxes?

This type of project is generally funded. In this particular case, the funds will essentially come from subsidies from the government of Quebec, the federal government (through programs administered by the government of Quebec) and Ville de Gatineau.

The actual impact on municipal taxes is not yet known, but will be addressed in subsequent stages of the pre-project phase.

What impact will this project have on public transit fares?

The costs of tickets and passes, as well as their validation on the Ontario side, will be addressed in subsequent stages of the pre-project phase.

Has the government of Quebec confirmed that it will cover the project cost? Where do discussions stand with the federal government on its portion?

At this point, the government of Quebec has confirmed its support for the project. Discussions with the federal government are still underway, as it has yet to confirm its financial contribution, although it has on several occasions stated that it supports this project. STO is continuing to work on obtaining 100% funding for eligible costs from other levels of government.

Acceptability of the project

Will you be assessing how the public feels about this project?

A \textbf{CROP/Radio-Canada survey} released on April 9, 2021 indicates that 23\% of Gatineau residents are very much in favour and 39\% are somewhat in favour of the project proposed by the Société de transport de l’Outaouais (STO) for its future dedicated public transit system. Tools and measures for assessing the public’s perception will also be implemented in the upcoming stages of the pre-project phase to gauge public and stakeholders’ feelings about this project.
Other

In the current context of climate change, we would like to see more people use public transit. Have you thought about working out arrangements with school and federal institutions to offer low cost / free monthly passes?

The fare strategies for the dedicated public transit system will be addressed in subsequent stages of the pre-project phase.

Is your project contingent on current and future political will? Could a new government force you to change directions?

Elections at different government levels could lead to changes in government. However, the provincial government has already confirmed its financial participation in this project, and we are awaiting a firm commitment from the federal government in that regard.