

# Activity Report

# First Participatory Activity

May 8<sup>th</sup> and 14<sup>th</sup> 2024  
Participatory Workshops

Online questionnaire from  
May 8th to 22nd 2024

## RÉAMÉNAGEMENT DE **L'AVENUE CLAREMONT** ET DE L'AVENUE LORRAINE

## RECONSTRUCTION OF **CLAREMONT AVENUE** AND OF LORRAINE AVENUE



**RAYSIDE | LABOSSIÈRE**  
Architecture Design Urbanisme



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## I. Introduction

The City of Westmount is planning a complete reconstruction project for Claremont Avenue, between Sherbrooke Street and Notre-Dame-de-Grâce Avenue, including Lorraine Avenue, scheduled for 2025. The goals are to upgrade Hydro Westmount's infrastructure, improve underground infrastructure capacity, implement better runoff water management practices, and create additional green spaces.



By listening to the needs of its population, the City of Westmount aims at better understanding the opinions and concerns of the community regarding this reconstruction project.

With this in mind, the City, supported by the organization Conscience Urbaine (CU) and the firm Rayside Labossière (RL), both specialized in consultative organization, have initiated a public participatory process. The activities involving a participatory process are designed to engage with residents by gathering information regarding their lived experiences and challenges within the sector, in order to develop a proposal for the reconstruction of these axes.

This report presents all elements gathered during the two participatory workshops held on May 8<sup>th</sup> and 14<sup>th</sup> 2024, as well as the results of the online questionnaire posted from May 8<sup>th</sup> to 22<sup>nd</sup> 2024.



It is important to note that this report does not provide a verbatim transcription; its aim is to faithfully convey the main elements that emerged from the discussions held. Its objective is to accurately represent the comments, suggestions, and concerns raised during these meetings.

Throughout this process, Conscience Urbaine and Rayside Labossière have been tasked with leading, organizing, planning, and assisting the City of Westmount in all aspects of the public participatory process to ensure its success.

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### **About Conscience Urbaine :**

Conscience Urbaine is a Montreal-based non-profit organization with over fifteen years of experience, dedicated to the development of safer, more inclusive, and friendly urban living environments for everyone. Through engaging projects in Montreal and throughout Quebec, the organization involves citizens in public participation, urban planning, as well as in arts and culture.

### **About Rayside Labossière :**

Rayside Labossière is primarily dedicated to social architecture, community urban planning, sustainable development, and design. Its commitment to social justice motivates the team to support its partners' projects beyond the ordinary scope of architectural practice, aiming to promote social and community development.



## II. General Presentation of the Process

### Context of the Process

To fully grasp the points presented in this report, here is a brief overview of the current state of the sector.

#### ***Pedestrian EXPERIENCE***

- There are 3 intersections with traffic lights, including 2 with pedestrian lights
- There are 7 intersections with stop signs controlling traffic
- There is a sidewalk on both sides of the whole avenue
- There are 15 pedestrian crossings marked on the ground



PEDESTRIAN ROUTES  
@Google Earth

#### ***VEHICULAR EXPERIENCE***

- Claremont Avenue and Lorraine Avenue both allow two-way traffic
- Lorraine Avenue ends in a cul-de-sac
- Parking is permitted on both sides of Claremont Avenue
- Claremont Avenue has stops for the 124 and 138 bus lines.
- Claremont Avenue has reserved accessible parking spots



TRAFFIC DIRECTION  
@Google Earth

### **CYCLING EXPERIENCE**

- Bike lane present on Westmount Avenue and on ch. de la Côte-Saint-Antoine
- No existing bike paths or lanes on Claremont Avenue or Lorraine Avenue
- Bixi station present near Marianopolis College



CYCLING ROUTES  
©Google Earth

### **BUILT ENVIRONMENT**

- There are mature trees along the streets
- There is a park and a green island
- There are benches near the bus stops on Claremont Avenue at the corner of Sherbrooke
- Buildings are mostly built with setback from the street
- Streetlights will be updated



CANOPY AND GREEN SPACES  
©Google Earth

## **Objectives of the Process**

The primary goals of the public participatory process are to engage the community in sharing their opinions regarding the current state of the area, identifying the challenges encountered, and exploring potential solutions and improvements for the sector.

Through the reconstruction, the City aims to prioritize resilience, Vision Zero, and adaptability. To effectively address the elements of its vision, the City has established several goals to achieve:

### Environment and Sustainability

- Adopt appropriate measures to combat the heat island effect
- Reduce water runoff and improve stormwater management
- Encourage the repurposing and reuse of existing construction materials, and the use of sustainable materials
- Increase the level of service of the infrastructure (water, sewer, electrical, sidewalk, roadway, and public utilities)

### Experience

- Encourage development that respects the specific characteristics of the urban fabric, the built environment, and natural features
- Provide a sense of well-being and security
- Add greenery in all its forms (trees, shrubs, perennials, planting beds)
- Ensure comfortable pedestrian trajectories to and from bus stops and comfortable waiting areas
- Minimize disruptions to the residents during the construction phase

### Mobility

- Promote designs that encourage a more active lifestyle through walking and cycling, while reducing car dependency
- Integrate the principles of universal accessibility
- Reallocate public space to better reflect the needs of residents and schoolchildren
- Promote the connection of pedestrian and bicycle paths to a larger network
- Evaluate micro mobility options, such as Communauto, Bixi and EV charging stations, and their possible integration into the new design.

### Safety

- Take winter condition into account when making design choices
- Improve safety at intersections and street crossings for vulnerable road users
- Integrate traffic calming measures to better reflect the needs of the neighborhood
- Prioritize safety around schools



## **Steps of the Process**

The participatory public mandate runs parallel with several studies conducted by an engineering consulting firm tasked with crafting three development proposals. A second public participatory workshop will then be held to gather public feedback on these proposals. Finally, adjustments will be made to arrive with the preferred development scenario, which will be revealed during a public information session. The following diagram illustrates the key steps of the process:



## **Formula of the Participatory Workshops**

The participatory workshops took place on May 8<sup>th</sup> and 14<sup>th</sup> 2024. Given their identical formats, this report combines all elements gathered from these two meetings without differentiation based on the session during which they were presented.

### Sequence of the Activity:

1. Arrival of Participants and Informal Discussions

Upon their arrival, participants are invited to move around and engage in informal discussions about several panels presenting the current situation of the sector, as well as information concerning various mobility-related concepts.

## 2. Words from Elected Officials and Presentation of the Mandate

For the two meetings, Elisabeth Roux, councilor of District 2 and commissioner for the public library and community events, along with Conrad Peart, councilor of District 4 and commissioner for urban planning, architecture (engineering and infrastructure), shared a few words about the challenges of the project and thanked the participants for their presence. Subsequently, the organizing team presented the reasons for this reconstruction project and the upcoming steps.

## 3. Objectives of the Reconstruction

This section outlined the major reconstruction objectives, namely environment and sustainability, experience, mobility and safety.

## 4. Instructions and Materials for the Activities

Before beginning the "Travel Profile" and "Imagine your Avenue" activities, participants received instructions as well as a presentation of the materials to be used during the workshop.

## 5. Context

This section highlighted the current state of the sector by presenting the content of the informative panels.

## 6. Activity 1 : Travel Profile

This activity began with each participant introducing themselves, identifying their connection with the sector, and engaging in a discussion about the transportation modes used within it.

## 7. Activity 2 : Imagine your Avenue

The second activity is divided into two parts: a discussion based on four themes followed by the identification of problems and potential opportunities for improvements.

Firstly, four themes were defined to guide the discussion: pedestrian experience, cycling experience, vehicular experience, and built environment, encompassing green spaces, other urban infrastructure as well as the overall ambiance of the area. Participants were invited to reflect on the current state of the sector and express their satisfaction regarding these infrastructure.

Following this, participants were invited to locate specific issues they have encountered using a map of the area and suggest potential improvements.

### **Formula of the Online Questionnaire**

A questionnaire was published on the City's website from May 8<sup>th</sup> to 22<sup>nd</sup> 2024. This questionnaire collected the public's opinion on the current state of the sector as well as the various issues experienced.

### **Communication**

The two workshops were open to the general public, with their organization promoted by the City of Westmount across various platforms, including its website and Facebook page. The online questionnaire was also accessible through the City's website.

To ensure participation in the first participatory activity on May 8<sup>th</sup>, invitations were mailed to residents on Claremont and Lorraine Avenues, between Sherbrooke Street and Notre-Dame-de-Grâce Avenue, as well as those in neighboring areas up to two streets in each direction.

For the second participatory event on May 14<sup>th</sup>, the City distributed the invitations directly, covering the same area as the first event.

### **Participation**

The participatory workshops, facilitated by the Conscience Urbaine and Rayside Labossière teams, welcomed a total of **56 participants**. Representatives from the City and the consulting engineering firm were present as observers during these workshops.

Simultaneously, the online questionnaire gathered **125 responses**.



### III. Review of the Participatory Activities

#### **Activity 1 / Travel Profile**

Out of the 56 participants, the majority, 30 individuals, lives on the avenues targeted for reconstruction. Specifically, 23 of these 30 live on Claremont Avenue while 7 reside on Lorraine Avenue. Additionally, 5 participants live on Windsor Avenue, 3 on Willow Avenue, 2 on Winchester Avenue, and one person on Côte-Saint-Antoine. Notably, two participants do not live in the neighborhood but work at Marianopolis College.

The responses regarding the modes of transportation used in the area allow for certain observations:

#### **The car, a preferred mode of transportation**

The majority of participants mentions the car as their preferred mode of transportation. For most, it is unthinkable to travel otherwise for long distances. The car is primarily used to commute to work or leisure activities, for shopping, or to take children to school. Some individuals also regularly use Communauto for their travels.

Nevertheless, 7 out of 56 people claim not to use the car for their travels.

#### **Walking, a mode of transportation used daily**

All participants walk on Claremont Avenue and Lorraine Avenue. They use this mode of transportation daily. For example, they walk for exercise, to go to the park, to accompany children to daycare, and to reach the shops on Sherbrooke Street. They also walk to reach other nearby modes of transportation, such as the Villa-Maria and Vendôme metro stations, bus stops on Claremont Avenue, Communauto, and to reach the BIXI station near Marianopolis College.

#### **Bus and metro, modes of transportation used according to needs**

Public transportation is used by the majority of participants to get around. While the bus is preferred for shorter distances, participants take the subway for longer trips.

#### **Cycling, a mode of transportation used by several individuals for various trips in the area**

Close to **half of the participants** use bicycles in the area. Participants use bicycles to commute to work, to visit different shops, to go to the tennis court, or simply for exercise. Some individuals also mention using BIXI bikes, which are available in the northern part of the area.

#### **Taxis and Uber, a mode of transportation used occasionally**

Participants explain that they occasionally take a taxi or an Uber to get around, but this remains a rather infrequent means of transportation.

## **Activity 2 / Imagine your Avenue (part 1)**

### **1. Report on Participant Satisfaction Regarding the Pedestrian Experience**

#### **1.1. General dissatisfaction regarding the sidewalks of Claremont Avenue**

All participants express their dissatisfaction regarding the condition of the sidewalks. Some mention that the uneven surface leads to the accumulation of water and ice, which can pose a danger to the public. One participant suggests that the sidewalks should be constructed with materials more resistant to varying temperatures.

The width of the sidewalks is another point of dissatisfaction. According to participants, the sidewalk width varies from one section of the street to another, which is not ideal for ensuring the smooth flow of pedestrian traffic and guaranteeing universal accessibility in the area. Narrow sidewalks sometimes force people to walk on the street, especially at bus stops due to the large number of people waiting for the bus. The fact that students often move in groups on the sidewalks also forces others to use the road when they cross paths. However, a minority of participants express satisfaction with the width of the sidewalks, considering that they meet their needs.

Furthermore, participants highlight that the degraded condition and narrowness of the sidewalks pose even greater mobility problems for people with reduced mobility and those with strollers. This issue is particularly concerning due to the steep incline of the street.

Participants also note that in some places, the snowplows used to clear the sidewalks are wider than the sidewalks themselves, and the presence of obstacles makes snow removal more difficult. As a result, some areas remain snow-covered.

#### **1.2. Mixed opinions regarding the safety of pedestrian crossings in the area**



PEDESTRIAN ROUTES  
@Google Earth

In general, pedestrian crossings are appreciated by several participants, particularly in terms of safety and smooth traffic flow. However, pedestrian crossings near the NDG-Westmount area are described as dangerous due to the width of Westmount Avenue and the high volume of traffic on both Westmount Avenue and Notre-Dame-de-Grâce Avenue.

This dissatisfaction is also expressed regarding the intersection between Sherbrooke Street and Claremont

Avenue. They believe that the allocated time to cross is insufficient considering the distance to be covered.

Furthermore, several participants raise concerns about safety at intersections with Windsor and Chesterfield Avenues, due to the excessive speed of motorists. This issue is also observed at the intersection of Westmount Avenue and Claremont as well as at the intersection of Côte-Saint-Antoine and Claremont Avenue, where many motorists allegedly do not adhere to stop signs or traffic lights.

## **2. Report on Participant Satisfaction Regarding the Cyclist Experience**

### **2.1. Insecurity and dissatisfaction of cyclists on Claremont Avenue**

Participants highlight a safety issue for cyclists regarding motorists' speed. Some believe that Claremont Avenue does not offer a pleasant experience for cyclists due to heavy car traffic and a lack of dedicated space for cyclists. However, several express satisfaction with the presence of the bike path on Westmount Avenue.

They also assert that the poor conditions of Claremont Avenue are a major obstacle to cycling. Indeed, some mention that they would consider using this route more if it were in better condition. Additionally, the significant incline of Claremont Avenue limits its appeal to cyclists, who often prefer to use Décarie or other alternatives better suited to their needs. Finally, the lack of cycling infrastructure on Claremont Avenue is another factor limiting its use by many cyclists.

### **2.2. Divergent opinions on the installation of cycling infrastructure on Claremont Avenue**

While participants highlight the lack of cycling infrastructure as affecting their sense of safety when cycling, several agree that cycling infrastructure is not necessary for Claremont Avenue and suggest prioritizing Victoria Avenue as a cycling link between the south and north. Some are concerned that adding cycling infrastructure will reduce the smooth flow of car traffic and increase the difficulty for residents to exit their parking spots.

A few participants also oppose the addition of cycling infrastructure because they believe Claremont Avenue is not wide enough to accommodate a bike lane while ensuring street parking spaces, adequate space for buses, and pedestrian access.

### **2.3. Lack of bicycle racks in the area**

Participants point out the absence of bike racks on Claremont Avenue, which they believe contributes to the low number of cyclists using this route. The only available racks are located on Sherbrooke Street. This deficiency is particularly concerning in the area of Marianopolis College, where many students and staff members commute by bike. Several individuals emphasize the importance of addressing this situation to further encourage the use of cycling as a mode of transportation in the area.



## 2.4. Insufficient supply of BIXI bikes compared to demand

Some participants note the lack of BIXI stations in the southern part of the area, especially near Sherbrooke Street. They also suggest adding bikes to the current station near Marianopolis College since it is often empty.

## 3. Report on Participant Satisfaction Regarding the Motorist Experience

### 3.1. Poorly visible stop signs

Participants raise a safety issue due to the lack of visibility of stop signs at the intersections of Windsor Avenue and Claremont Avenue as well as Claremont Avenue and Westmount Avenue. The presence of bus stops at these locations obstructs the visibility of the signs, compromising the safety of the area. Indeed, when a bus is making a stop at these intersections, it blocks the view of the stop sign, leading to collision risks.

Despite these safety concerns, all participants express their desire to keep the stop signs at the intersections and reject the idea of installing traffic lights.

### 3.2. Vehicle Speeding

Participants claim that the speed limit is not respected by motorists driving on Claremont Avenue. The poor condition of the road appears to limit the speed of motorists on Claremont Avenue, according to several participants. They draw a parallel with Westmount Avenue where the roadway was recently reconstructed, and where motorists do not respect the speed limit at night. They fear that the reconstruction of the road will create a similar issue on Claremont Avenue.

Despite the observed speeding, participants do not wish to install traffic lights and want to maintain stop signs, but they do want calming measures to be implemented.

### 3.3. Diverse Opinions on the Configuration of Traffic Lanes Adjacent to the NDG-Claremont Island

There is no consensus reached about the NDG-Claremont Island to the north of the area. Some participants wish to maintain the vegetated island and believe that the configuration of the lanes is not problematic. They mention that it is rather an issue of traffic light synchronization at the intersection of Westmount Avenue and Grosvenor Avenue, causing slowdowns on Westmount Avenue. Others mention that it is a configuration problem since several motorists coming from the north use Claremont Avenue and then Westmount Avenue to avoid congestion on Notre-Dame-de-Grâce Avenue. Participants judge that the NDG-Claremont Island complicates car travel and impairs the visibility of pedestrians and cyclists. Furthermore, left turns from Claremont Avenue onto Westmount Avenue are not allowed on weekday mornings, which is not being respected.

Additionally, one person mentions that the presence of the island to the north of the area creates visually clear space, sometimes leading to an acceleration by motorists when there is no traffic.

### 3.4. Unsatisfactory Street Parking Arrangements

In general, participants are satisfied with the current parking offerings for the area. They suggest modifications to the parking arrangements in the southern part of the sector. Indeed, they propose to reserve parking on Lorraine Avenue for residents and to extend the parking period to two hours for spaces between Sherbrooke Street and Chesterfield Avenue.

### 3.5. Deteriorated Road Condition

The condition of the road is a concern for the participants. Some individuals even claim to avoid using Claremont Avenue for fear of damaging their vehicles. Additionally, participants indicate that Claremont Avenue is a route used by trucks and buses.

### 3.6. Traffic Congestion During Peak Hours

Many participants are concerned about traffic congestion on Claremont Avenue, particularly during peak hours. Furthermore, some people believe that construction work on certain buildings along the street, especially on Windsor Avenue, exacerbates the traffic congestion. There is also concern about the traffic that will be generated by the influx of new residents in this new building.

The section of Claremont Avenue between Lorraine Street and Sherbrooke is also a concern for participants. According to them, the combination of traffic congestion and bus stops reduces the smooth flow of traffic.

### 3.7. Disturbance from Buses and Trucks

Some participants state that there is a significant presence of trucks on Claremont Avenue. They claim that the trucks cause noise disturbances and hinder visibility for those navigating the street. One person mentions that buses also contribute to noise pollution.

### 3.8. Traffic and Parking Issues on Lorraine Avenue

Almost all residents of Lorraine Avenue attended the participatory activities. These individuals highlight that the proximity of the avenue to Sherbrooke Street attracts many vehicles searching for parking spots. Although there are only two parking spaces available on the avenue, they are mainly occupied by people visiting Sherbrooke Street. Residents express concern about the high traffic density on the avenue, despite its status as a cul-de-sac. They feel that the signage indicating this is not sufficiently visible.

Residents of Lorraine Avenue state that not everyone has access to private parking and wish to use the two available parking spaces on the avenue. They propose reserving the parking spots on Lorraine Avenue for residents.

### 3.9. Lack of Electric Charging Stations

Some participants emphasize the need to install charging stations at strategic locations, such as near Sherbrooke Street, Prince-Albert Park, and Marianopolis College.

### 3.10. Allowing Communauto FLEX

Station-based Communauto vehicles are permitted in Westmount, but Communauto FLEX is not. Participants express the desire to allow FLEX vehicles in order to reduce the number of cars on the street.

## **4. Report on Participant Satisfaction Regarding Built Environment**

### 4.1. Various Concerns Regarding Lighting on Claremont Avenue

In general, the lighting on Claremont Avenue provides adequate visibility, according to the participants. However, some areas are identified as being too dark by those concerned. This issue appears to be related to the distance between light sources and the presence of the canopy, which hinders the diffusion of light. Additionally, the choice of streetlights is being questioned. At the same time, several participants feel that the overall lighting in the area is excessive compared to actual needs. Some people are concerned about light pollution and its impact on local wildlife, advocating for directing the light towards the ground.

### 4.2. Dissatisfaction with Bus Stop Amenities

Participants mention that most bus stops lack furniture and shelters. According to them, the presence of this infrastructure would improve the user experience.

### 4.3. Underutilized Potential of the NDG-Claremont Lot

Participants mention that the NDG-Claremont lot is currently underutilized. One person noted that the space is sometimes used by people with dogs. However, participants emphasize its importance as a green space in the context of combating urban heat islands.

### 4.4. Call for Increased Greening in the Southern Section of Claremont Avenue

Participants appreciate the existing vegetation in the area and the proximity to the park. However, they wish for more greening, especially in the southern section of Claremont Avenue near Sherbrooke. Participants note that this area is more paved. Additionally, some individuals see this as an opportunity to mark the entrance to Claremont Avenue at the Sherbrooke intersection to improve its friendliness and connect it with Prince-Albert Park. Conversely, some people oppose the creation of planting strips as it reduces the space available for pedestrians. Moreover, participants also note the disappearance of many mature trees in the area over the years, which have not been replaced by the city.

#### 4.5. Concerns About Flooding Issues in the Area

Participants state that there are flooding issues on Lorraine Avenue, particularly in the southeast and at the intersection with Sherbrooke Street. Water accumulates on the sidewalks, worrying residents. This situation is considered especially problematic in winter when the water freezes and makes the sidewalks slippery.

#### 4.6. Coexistence Issues at the Claremont and Sherbrooke Intersection

Some participants express concerns about the presence of homeless individuals at the corner of Sherbrooke and Claremont. Their presence seems to create a sense of insecurity, although no specific conflicts have been reported.

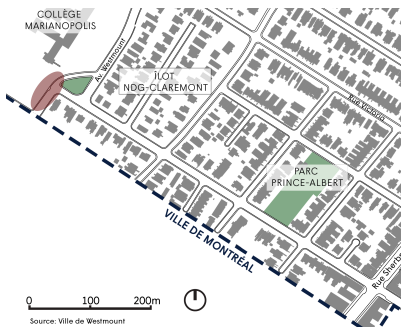
#### 4.7. Shared Appreciation for Prince-Albert Park with Divergent Opinions on Its Layout

All participants appreciate Prince-Albert Park. Some individuals believe that the park's entrance could be improved to better signal its presence. However, others think that the current situation is perfectly adequate and contributes to the park's identity.

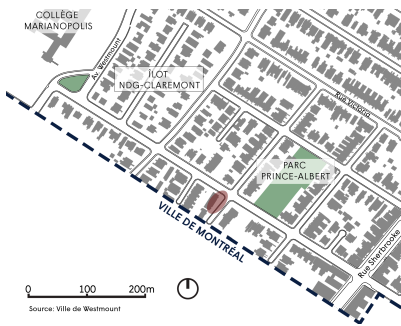
### **Activity 2 / Imagine your Avenue (part 2)**

During the second activity, participants identified several issues, each accompanied by potential solutions proposed by participants.

#### **Issue 1 - Safety and Accessibility Problems Related to Sidewalks**



All participants mention that the condition of the sidewalks causes safety problems due to the accumulation of water and ice in winter. The sidewalk on Notre-Dame-de-Grâce Avenue, adjacent to Marianopolis College, is identified as being dangerous in winter.



Participants report that the narrowness of the sidewalks in some areas causes issues with pedestrian traffic flow. Specifically, the portion of the sidewalk at the intersection of Windsor Avenue and Claremont Avenue is identified as being too narrow.



## Proposed Solutions

Ensure Adequate Drainage

It is suggested to redo the sidewalks with proper drainage to prevent ice formation and reduce the risk of falls in winter.

Choose Durable Materials and Ensure Sidewalk Maintenance

It is recommended to prioritize durable materials during the reconstruction, specifically by incorporating a granite curb for greater longevity.

Improve Sidewalk Maintenance

Participants believe that Claremont Avenue, as a major traffic artery, should receive better maintenance, especially in winter.

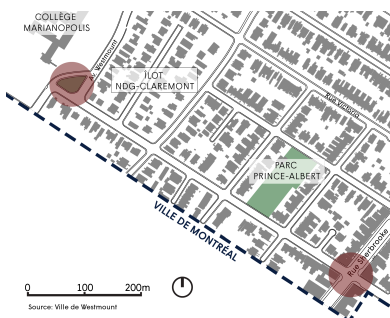
Widen the Sidewalks on Claremont Avenue

It is suggested to widen the sidewalks on both sides of the street to ensure a consistent width throughout the area.

Widen Sidewalks at Strategic Locations

Some participants suggest widening sidewalks at strategic locations, particularly at bus stops and intersections.

## Issue 2 - Insufficient Pedestrian Crossings



Various areas are identified as being less safe to cross. Participants first highlighted that the northern part of the area poses difficulties for pedestrian movement. The distances of the pedestrian crossings on Westmount Avenue are particularly long, reducing the sense of safety, and crossing Notre-Dame-de-Grâce Avenue is also problematic due to high volumes of traffic. Finally, the pedestrian crossings at the intersection of Sherbrooke and Claremont are specifically targeted as problematic.

## Proposed Solutions

Implement more visible pedestrian crossings

Participants suggest concrete pedestrian crossings with visible ground markings throughout the area.

Integrate Priority Panels for Pedestrians

Participants suggest priority panels for pedestrians indicating fines for non-compliance.

Reevaluate the Sherbrooke and

Participants believe that the Sherbrooke and Claremont intersection needs improvement. They propose

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### Claremont Intersection

increasing the allocated time for crossing the street and suggest allowing diagonal crossing.

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### Integrate Flashing Lights in the Northern Sector of Claremont Avenue

For crossings adjacent to the vegetated island in the northern sector, some participants suggest installing pedestrian lights to facilitate crossings. Additionally, they propose automating pedestrian lights at the intersection of Notre-Dame-de-Grâce Avenue and Claremont Avenue since these lights currently require manual activation.

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## **Issue 3 - Safety Issues and Cyclists' Dissatisfaction on Claremont Avenue**

Participants identified several obstacles to cycling, including the steep slope of the street, vehicular traffic congestion, and the damaged condition of the road surface.

### **Proposed Solutions**

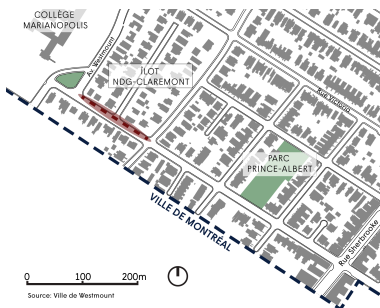
#### Install Cycling Infrastructure on the Street

Some participants suggest installing a separated bike lane with delineators on Claremont Avenue. However, they insist on not removing all parking spaces. This proposal, however, does not have unanimous support.

Some suggest the presence of a flexible cycling infrastructure to prioritize vehicles during peak hours. This proposal also lacks unanimity since cyclists are also present during peak hours.

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#### Create a Cycling Link on Côte-Saint-Antoine Road



One person proposes creating a link between the bike lane on Côte-Saint-Antoine Road and the one on Westmount Avenue. Opinions are divided, with half of the participants agreeing while the other half opposes it.

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#### Implement a Bike Conveyor Belt

Given the significant elevation of the street, one person proposes implementing a conveyor belt to assist cyclists in climbing.

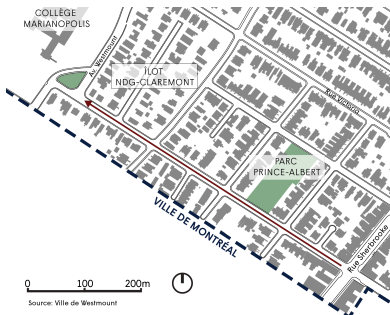
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## **Issue 4 - Increased Vehicle Traffic on Claremont Avenue**

Many participants are concerned about the significant vehicle traffic on Claremont Avenue, especially during peak hours. Participants consider Claremont Avenue as a transit route, but they believe it should remain residential in character.

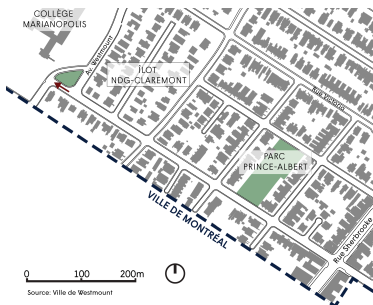
### **Proposed Solutions**

#### **Change Claremont Avenue to a One-Way Street Northbound**



Some individuals propose converting Claremont Avenue into a one-way street heading north towards Marianopolis College, opposite to the direction of Victoria Avenue. However, this solution does not have unanimous support.

#### **Make the North Segment of Claremont Avenue One-Way**



Others suggest making only the northern segment adjacent to the NDG-Claremont Island a one-way street to force traffic from Côte-des-Neiges to take an alternate route.

#### **Integrate Flashing Lights South of Claremont Avenue**

Participants emphasize the need for a flashing light for left turns on Claremont at the intersection of Sherbrooke Street to prevent the accumulation of cars and buses, thus reducing additional congestion on Claremont.

## **Issue 5 - Excessive Speeding by Motorists**

Participants mention that cars are travelling at high speeds, accelerating from the southern end of the avenue to climb the hill. This situation is often associated with a disregard for stop signs at the Chesterfield and Claremont intersection, endangering the safety of others. Additionally, participants state that motorists accelerate when descending the avenue to cross the traffic light at the intersection of Côte-Saint-Antoine Road and Claremont Avenue.

### **Proposed Solutions**

#### **Implement Raised Intersections or Crosswalks at the Chesterfield and Claremont Intersection**



Participants suggest implementing raised intersections or crosswalks at the Chesterfield and Claremont intersection. This proposal aims to slow down vehicle traffic while providing a safe passage for pedestrians.

#### **Install Multiple Speed Bumps or Speed Humps**

Some participants suggest installing multiple speed bumps or humps along the street to slow down traffic. However, this proposal does not have unanimous support, as some express concerns about potential noise disturbances resulting from the deceleration and acceleration of vehicles.

#### **Synchronize Traffic Lights at Notre-Dame-de-Grâce Avenue and Côte-Saint-Antoine Road**

Some suggest not synchronizing the traffic lights at Notre-Dame-de-Grâce Avenue and Côte-Saint-Antoine Road to discourage acceleration. One person also suggests programming the light to flash outside of peak hours, effectively turning the traffic light into a mandatory stop.

#### **Install Automated Cameras or Speed Radars**

Some participants suggest installing automated cameras or speed radars near stop signs to deter drivers who do not respect them.



## **Issue 6 - Parking Issues**

Many cars are parked in prohibited areas south of Claremont Avenue, including in residents' private driveways and bus stop zones. Participants also note that signage is not always clear.

Lorraine Avenue is singled out as particularly problematic regarding parking.

### **Proposed Solutions**

#### **Improve Parking Signage**

Participants suggest improving parking signage by incorporating, for example, ground markings to indicate no-parking zones. Additionally, participants unanimously agree that they do not want flashing lights indicating no-parking zones, as seen on Westmount Avenue. They prefer fixed and subtle signs.

#### **Rearrange Parking Spaces on Lorraine Avenue for Residents**



Residents of Lorraine Avenue express a desire to reserve the two parking spaces exclusively for themselves using a sticker system. Additionally, one participant suggests relocating parking spaces from the south side of Lorraine to the north side of the street to more easily indicate to motorists passing on Claremont Avenue if the spaces are occupied. This measure, according to this person, could deter motorists from needlessly turning into Lorraine Avenue. Furthermore, residents wish for the installation of an electric charging station.

#### **Implement Parking Stickers**

Participants suggest implementing parking stickers to limit parking duration for those who occasionally visit the area.

## **Issue 7 - Concerns Regarding the Impact of New Residential Development and Parking on Children's Safety at the Park**

A new residential project is planned at the corner of Claremont and Windsor Avenues, with access to its parking lot planned across from Prince Albert Park. Participants express concern about a potential increase in car traffic in the area. They fear that an increase in traffic congestion could pose a danger to the safety of children who frequent the park.

## Proposed Solutions

### Plan for a Safe Park Entrance

Participants want the park to be considered with this new parking entrance during street redesign, particularly by installing a stop sign or pedestrian crossings in the center of the park.

## Issue 8 - Inadequate Bus Stops



It is noted that there is no furniture such as benches and shelters at bus stops, which forces people using the service to wait on the sidewalk or in the grass. People are also prone to obstructing the sidewalk, hindering the smooth flow of movement. Stops at the intersection of Côte-Saint-Antoine Road and Claremont Avenue, as well as Westmount Avenue and Claremont Avenue, are particularly targeted as problematic. The absence of shelter exposes users of these services to the elements.

## Proposed Solutions

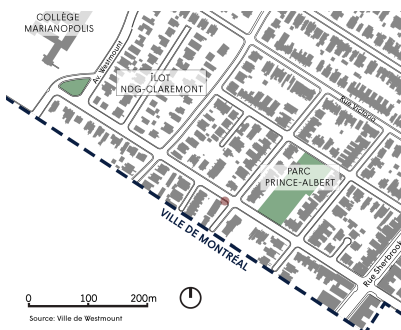
### Widening of the Sidewalk at Bus Stops

Participants propose widening the sidewalk at bus stops to prevent obstruction of the sidewalk without necessarily waiting in the grass.

### Installation of Street Furniture

The presence of shelters and benches is also suggested to enhance the waiting experience.

## Issue 9 - Visibility Issues with Stop and Traffic Signs



Stop signs are sometimes not very visible due to the positioning of bus stops. The intersection of Windsor Avenue and Claremont Avenue is identified as problematic since some drivers do not stop.

Furthermore, residents on Lorraine Avenue express concern about the increasing number of vehicles turning into the street in search of parking spaces, often due to ignorance of its dead end nature.

## Proposed Solutions

### Reposition Bus Stop

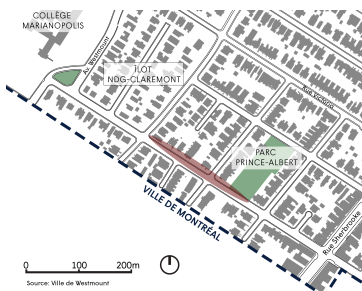
It is suggested to reconsider the positioning of the bus stop to move it after the intersection so that the bus stops without visually blocking the sign, as is the case for the bus stop near Côte-Saint-Antoine Road.

### Enhance Signage

Some individuals assert that signage should generally be improved along the axis to increase visibility.

Participants specifically suggest improving signage to clearly indicate that Lorraine Avenue is a dead-end.

## Issue 10 - Inadequate Lighting



According to participants, the lighting on Claremont Avenue is uneven, creating darker areas than others. Specifically, the section between the park and Côte-Saint-Antoine Road is identified as particularly dark due to the significant distance between lampposts. Similarly, the area in front of the park lacks adequate lighting.

Furthermore, several participants believe that the lighting in the entire area is excessive compared to actual needs, especially on Lorraine Avenue. One person also expresses concerns about the generated light pollution.

## Proposed Solutions

### Reposition Lamp Posts

It is proposed to reconsider the positioning of lamp posts in this area to ensure continuous lighting along Claremont Avenue.

### Change to Washington Model Lamp Posts

It is also suggested to change the lamp posts in the area to the Washington model as it offers uniformity with the rest of the city, and participants agree on the aesthetic beauty of this model.

### Bury Exposed Electrical Wires

One person also points out that part of Claremont Avenue is equipped with lamp posts with exposed electrical wires. They propose that these wires be buried during redevelopment work.

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## Integrate Motion Sensors

A suggestion is put forward to integrate motion sensors into the lamp posts so that they only light up when someone approaches. This initiative aims to ensure lighting tailored to needs while reducing light pollution.

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## Issue 11 - Flooding Issues



During rainfall, significant water accumulation occurs on Lorraine Avenue and at the intersection of Sherbrooke Street. Indeed, water flows onto Claremont Avenue and diverts towards Lorraine Avenue while the rest accumulates at the bottom of the hill.

## Proposed Solutions

### Install Stormwater Management Infrastructure

Participants suggest creating a retention basin with the vegetated island in the northern part of the area. Additionally, they propose creating vegetated curb extensions at intersections to increase the permeable surface area of the area. One person points out that the presence of these curb extensions could limit water diversion onto Lorraine Avenue. The concept of a bioswale is also mentioned, and participants seem to agree with this proposal as long as the width of the bioswale remains limited. Finally, one person mentions the creation of a sponge park as a solution to the problem.

### Install Permeable Ground on Lorraine Avenue

Residents suggest establishing permeable ground on Lorraine Avenue to reduce water accumulation.

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## Issue 12 - Waste Management Issue

Participants highlighted the lack of trash bins on Claremont Avenue, which often leads to the accumulation of waste on the roadside and in front yards. This problem is particularly critical near the bus stop located near Sherbrooke Street. It is noted that the alley of Lorraine Avenue is poorly maintained and constantly filled with waste.



## Proposed Solutions

Add Trash Bins on the Avenue and Ensure Street Maintenance

It is suggested to add trash bins along Claremont Avenue, especially near the bus stops on each side of the street, and to better maintain them to prevent overflow.

## Issue 13 - Noise Pollution Caused by Buses and Trucks

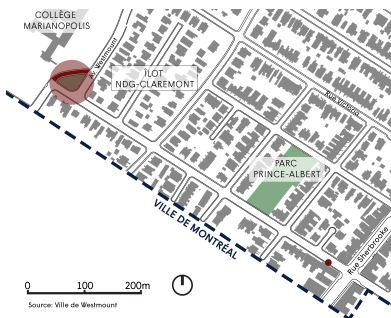
Claremont Avenue is frequently used by commercial trucks and other large vehicles, thereby generating noise pollution.

## Proposed Solutions

Install Acoustic Radars

Participants wish for the installation of acoustic radars to reduce noise pollution on the avenue, particularly during the night.

## Issue 14 - Underutilized Vegetated Island



The majority of people frequenting the area north of Claremont Avenue considers it problematic. Participants believe that the NDG-Claremont Island complicates car travel and impairs the visibility of pedestrians and cyclists. Despite its proximity to Marianopolis College, the NDG-Claremont Island is underutilized.

## Proposed Solutions

Vegetate and Develop the NDG-Claremont Island

It is suggested to preserve and enhance the vegetation of the island by planting trees. Additionally, it is proposed to plan an arrangement that allows for citizen and student appropriation with the presence of adapted urban furniture.

Merge the Island with the Adjacent Land

Several participants suggest merging the island with the adjacent land to create a continuous green space and remove the segment of Notre-Dame-de-Grâce Avenue. They believe that merging the island will simplify car travel while improving visibility.

## **Issue 15 - Lack of Vegetation in the Area**

Participants agree that the area could benefit from an increase in vegetation, especially in the southern part. They particularly cited the ambiance of Westmount Street as an inspiring example for the design of their own street.

### **Proposed Solutions**

Develop Vegetated Curb Extensions at Intersections

Participants are interested in the idea of installing vegetated curb extensions at intersections. These arrangements would have several advantages, including beautifying the street and reducing its width at intersections, which could help slow down vehicle speeds.

Redevelop and plant southern entrance to avenue Claremont

Individuals wish for the area south of Claremont Avenue, near Sherbrooke, to have more vegetation, as this zone is currently more mineralized. Some assert that this presents an opportunity to improve the friendliness of Claremont Avenue and create a connection with Prince Albert Park.

Create a Green Alley on Lorraine Avenue

One person suggested that Lorraine Avenue be considered as a potential candidate for becoming a green alley.

## **Issue 16 - Other possible solutions**

A few participants proposed specific ideas as solutions for various issues.

### **Proposed Solutions**

Implementing Roundabouts at Strategic Intersections

An unpopular opinion suggested by a single participant is to install roundabouts to slow down vehicles at intersections, while also improving visibility for pedestrians and greening the area.

Reassessing the Direction of Traffic Lanes on Winchester Avenue

A participant highlights mobility issues on Winchester Avenue, although it is not the area under study. They argue that the current signage is not suited to the local context. Indeed, many people use the avenue hoping to find parking spots, but face difficulties due to the limited number of spaces, all located on the north side. To park, these individuals are forced to make an illegal turn and

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then turn back. This unauthorized manoeuvre poses safety risks. In their opinion, revising traffic flow on the avenue by implementing a one-way street towards Claremont Avenue would prevent this illegal turn and improve travel safety.

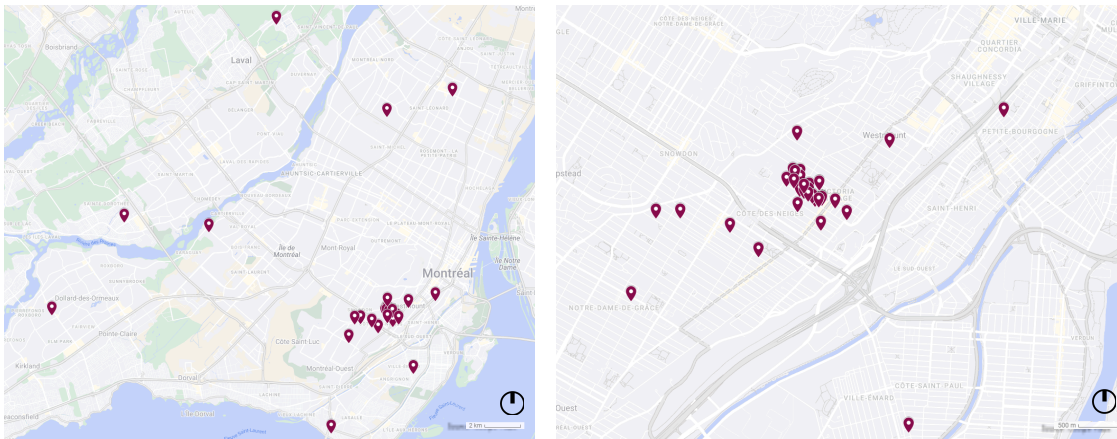
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## **Online Questionnaire**

Following the workshops on May 8<sup>th</sup> and 14<sup>th</sup>, a public questionnaire was posted online on the Engage Westmount website to allow residents to provide further feedback on their use of the area. Available online from May 8<sup>th</sup> to 22<sup>nd</sup> 2024, the online questionnaire was viewed by 240 people and completed by a total of **125 people**.

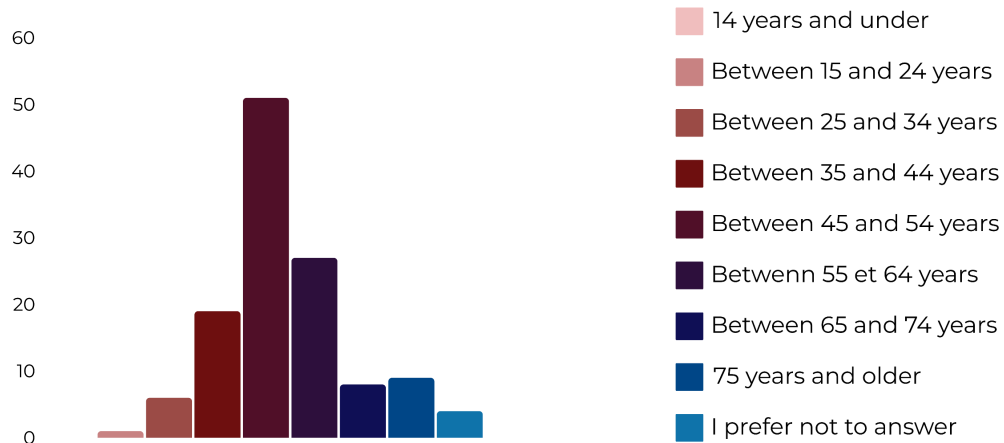
### **1. Participant Profiles**

#### 1.1. Respondents' Place of Residence According to Postal Codes



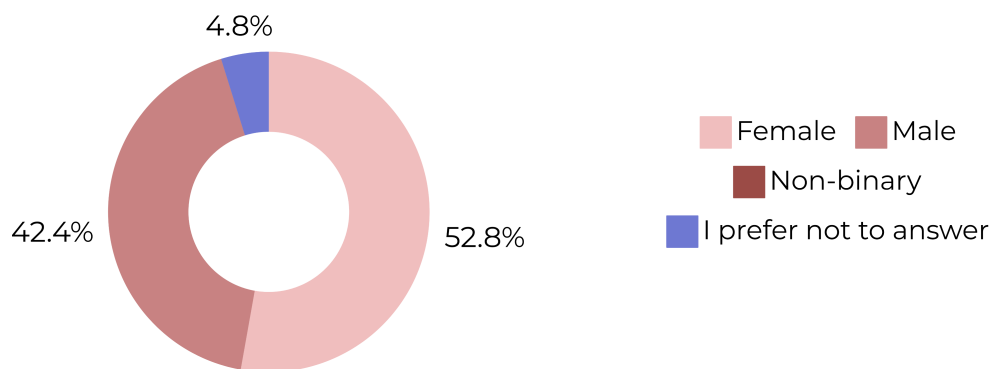
The distribution of respondents is scattered across the island of Montreal and in Laval, with a notable concentration near the intervention area, particularly in the City of Westmount and the Côte-des-Neiges – Notre-Dame-de-Grâce borough.

## 1.2. Age



There is an unequal distribution of age groups among the participants. The **majority** falls within the age range of **45 to 54 years** old with **51 respondents** (40.8%). Those aged **55 to 64** follow with **27 respondents** (21.6%), while those aged **35 to 44** represent **19 responses** (15.2%). There is a low participation rate among those aged **25 to 34**, with **6 respondents** (4.8%), and among those aged **15 to 24**, with only **1 respondent** (0.8%), indicating a lesser involvement of younger individuals in this survey. Older age groups, namely **65 to 74** and **75 and above**, respectively gather **8 participants** (6.4%) and **9 participants** (7.2%), showing notable participation from the elderly. Finally, 4 participants (3.2%) prefer not to disclose their age.

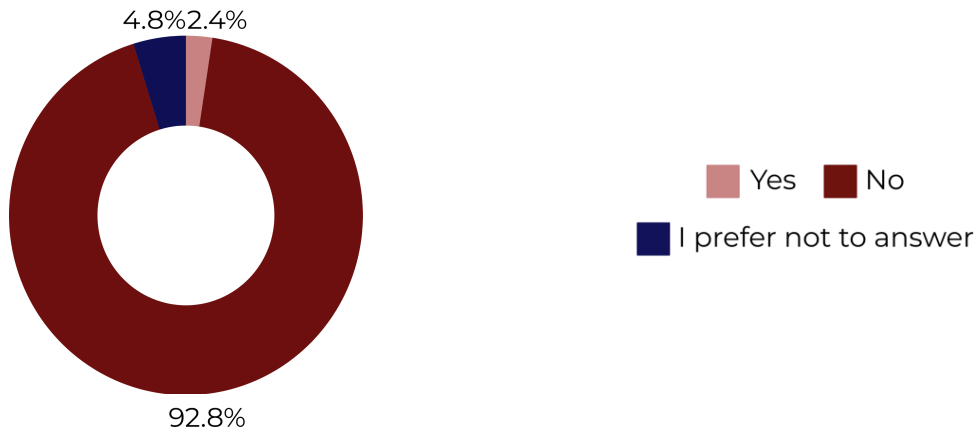
## 1.3. Gender



Among all respondents, in terms of gender, a majority, **66 respondents** (52.8%), identifies as **female**. There are also **53 men** among the respondents (42.4%). No participants identify as non-binary. Finally, 6 (4.8%) participants prefer not to answer the question.



#### 1.4. Disability or Reduced Mobility

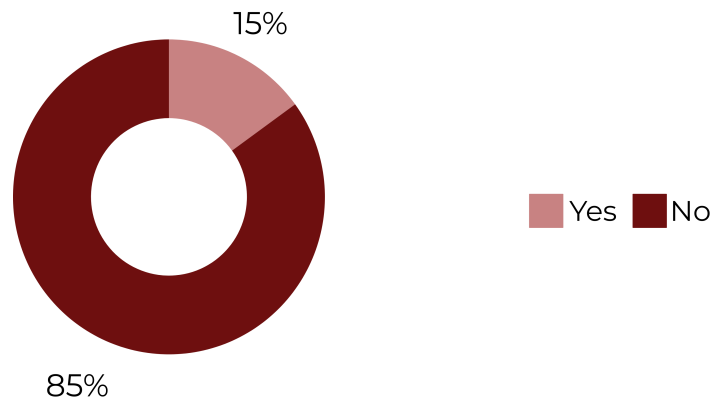


Among all respondents, the vast majority, **116 respondents** (92.8%), **does not identify as having a disability or reduced mobility**. However, **3 respondents** (2.4%) **do identify** as such, and 6 participants prefer not to answer the question.

## 2. Results of the Online Questionnaire

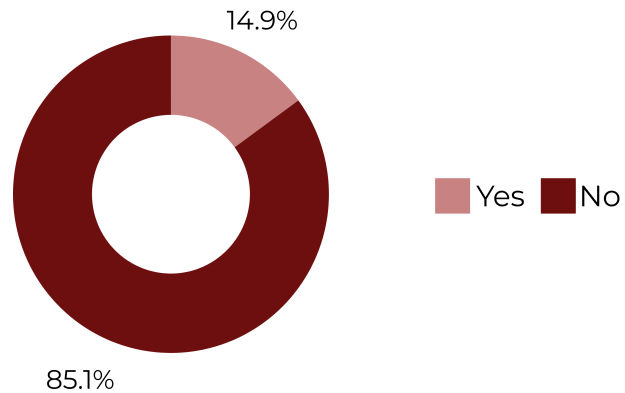
### Part 1 - Travel Profile

Question 1 : Do you reside on Claremont Avenue or Lorraine Avenue?



For this question, **204 respondents** (85%), representing the **majority** of respondents, **do not reside** on Claremont or Lorraine avenues, while **36 people** (15%) **live** on these thoroughfares.

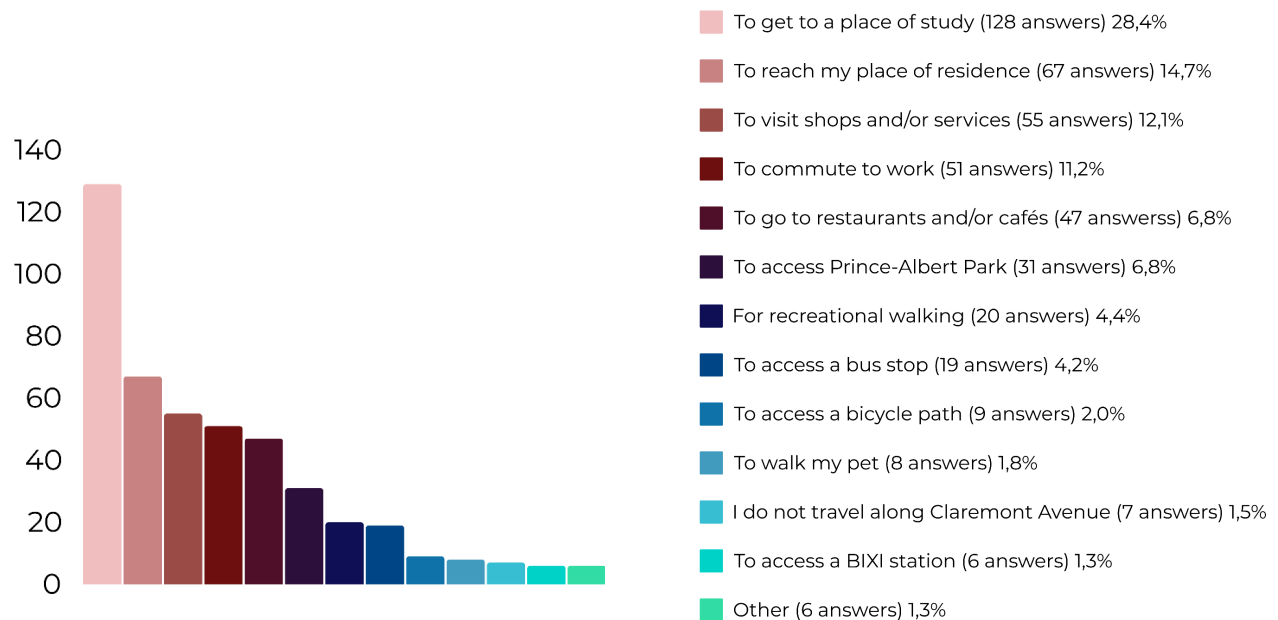
Question 1.1 : Do you reside within the Claremont / Lorraine sector as represented in red in the illustration below ?



Only **26 respondents** (14.9%) **live** in the Claremont / Lorraine area, while **148 people** (85.1%), comprising the vast majority, **do not reside** there.

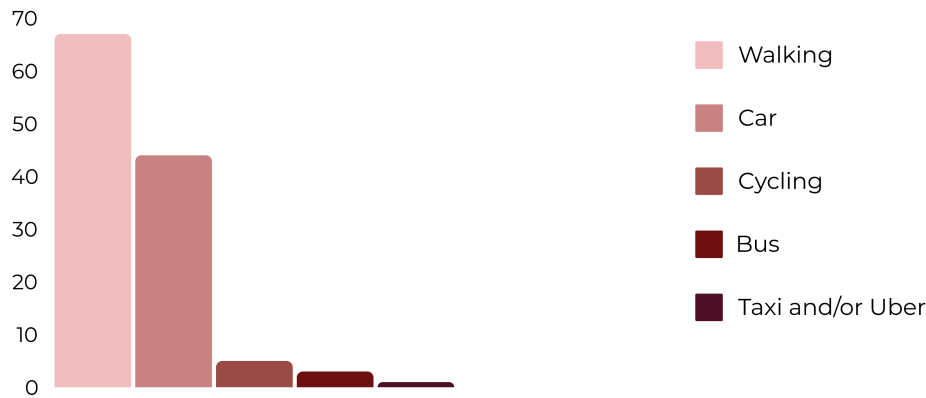
Question 2 : What is the purpose of your trip along Claremont Avenue?

\* Multiple-choice question



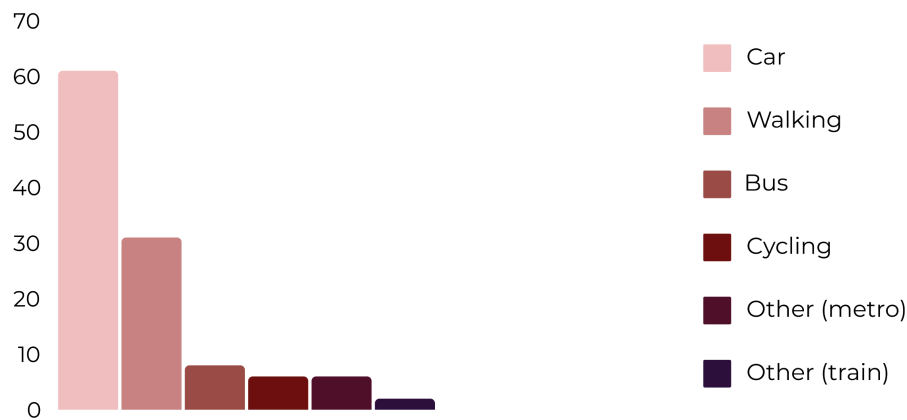
The results show a diversity of uses for Claremont Avenue. The **majority** uses it to travel to a **place of study**, such as Marianopolis College or Villa Maria College. A considerable number of respondents use it to **reach their place of residence**, or to **visit shops or services**. Other reasons for use include commuting to work, dining out at restaurants and cafes, visiting Prince Albert Park, walking, and accessing public transportation. A smaller number of respondents use it for walking pets or accessing BIXI stations or bike paths, while others have specific reasons, such as accessing Communauto cars, accessing Vendôme metro, or visiting people in their circle.

Question 3 : When accessing Prince-Albert Park, what type of transportation do you use?



Various modes of transportation are used to get to Prince Albert Park. The majority prefers **walking**, with a total of **67 respondents** (36.7%). A significant number of **44 respondents** (36.7%) opt for the **car**, while a lower percentage prefer cycling, with 5 respondents (4.2%). The bus is also used by 3 respondents (2.5%). Finally, only one respondent (0.8%) prefers to take a taxi or Uber to get there.

Question 4 : When accessing your place of study (Collège Marianopolis, Collège Villa Maria...), what type of transportation do you use?



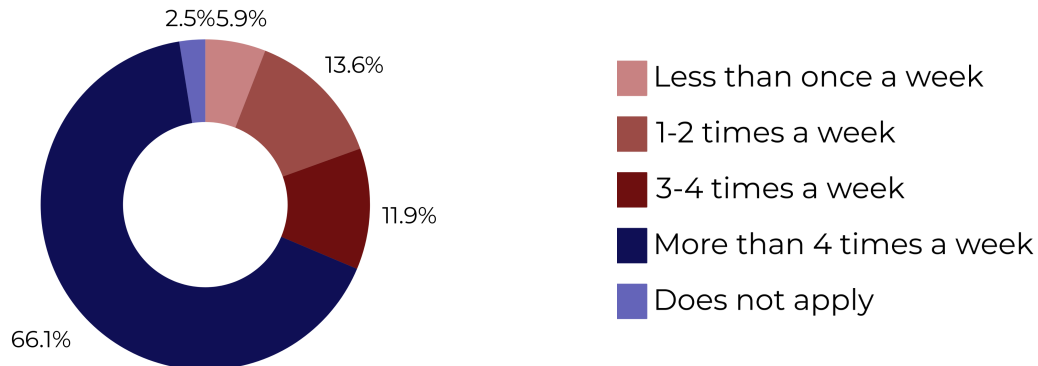
When respondents travel to study locations such as Marianopolis College or Villa Maria College, a majority of participants, **61 people** (54.0%), uses their **cars**. Selected by **31 respondents** (27.4%), **walking** is the second most common mode of transportation. A minority of respondents use the **bus** and the **bicycle**, with **8 respondents** (7.1%) and **6 respondents** (5.3%) respectively. Among the "other means of transportation" responses, the metro is mentioned by 6 participants (5.3%), followed by the train by 2 participants (1.8%).

Question 5 : Please rank the types of transportation below from least to most used by you when you are ON Claremont Ave?

- 1st** Car
- 2nd** Walking
- 3rd** Cycling
- 3rd** Bus
- 4th** Taxi and/or Uber
- 4th** Other

It is observed that the **car** is the preferred mode of transportation on Claremont Avenue, **ranking first**, followed by **walking**. Two options tied for third place in the ranking: the **bicycle** and the **bus**. In the last place are **taxis and/or Uber** and **other modes of transportation**.

Question 6 : How frequently do you travel on Claremont Avenue?

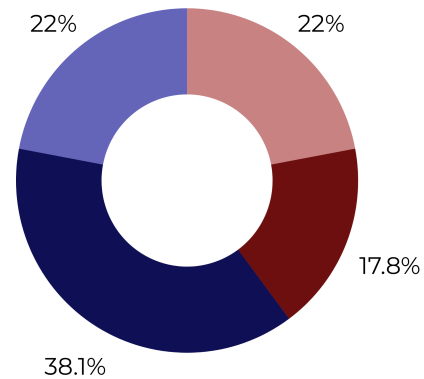


The vast majority of trips on Claremont Avenue occurs **more than four times a week**, with a total of **78 votes** (66.1%). In comparison, **16 respondents** (13.6%) travel **1 to 2 times a week**, while **14 respondents** (11.9%) go to the avenue **3 to 4 times a week**. Only a limited proportion of respondents, **7 people** (5.9%), make trips **less than once a week**.

## Part 2 - User Experience and Issues

### Active Mobility

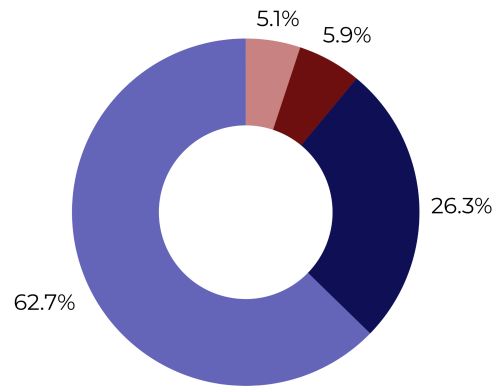
Question 7 : When walking along Claremont Ave., which portion of the sidewalk do you use?



- Mostly the sidewalk to the east of Claremont Avenue
- Mostly the sidewalk to the west of Claremont Avenue
- I use both portions (east and west) equally
- Does not apply – I do not walk along Claremont Avenue

When walking along Claremont Avenue, the majority of respondents, **45 participants** (38.1%), uses **both the east and west** sidewalks equally. In comparison, **26 respondents** (22.0%) prefer to use the **east** sidewalk, while **21 respondents** (17.8%) favor the **west** sidewalk. This proportion again demonstrates an equivalent use of the east and west sections. Nearly a quarter of respondents, **26 people** (22.0%), **do not walk** along Claremont Avenue.

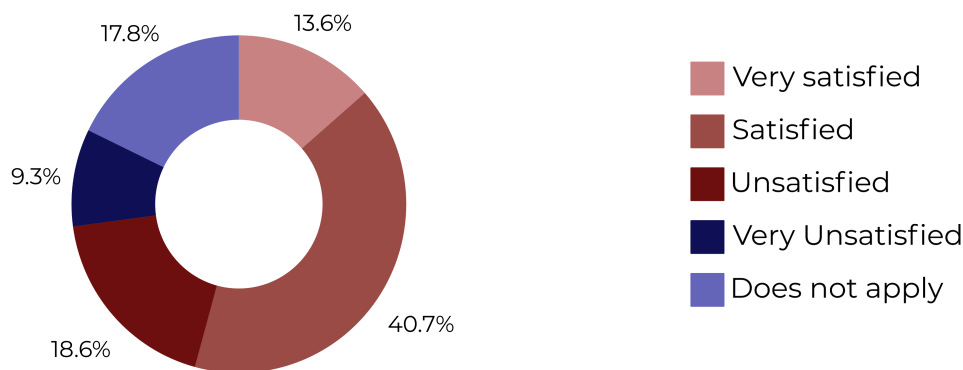
Question 8 : When walking along Lorraine Ave., which portion of the sidewalk do you use?



- Mostly the sidewalk to the north of Lorraine Avenue
- Mostly the sidewalk to the south of Lorraine Avenue
- I use both portions (north and south) equally
- Does not apply – I do not walk along Lorraine Avenue

When walking along Lorraine Avenue, the vast majority of respondents, **74 people** (62.7%), **does not walk** along this avenue. Among those who do, **31 participants** (26.3%) use **both the north and south** sidewalks of Lorraine Avenue equally. In contrast, only **6 respondents** (5.1%) mainly prefer the **north** sidewalk, while **7 respondents** (5.9%) favor the **south** sidewalk.

Question 9 : What is your level of satisfaction with the existing pedestrian infrastructure? (e.g. sidewalk width, lighting, crosswalks, etc)?

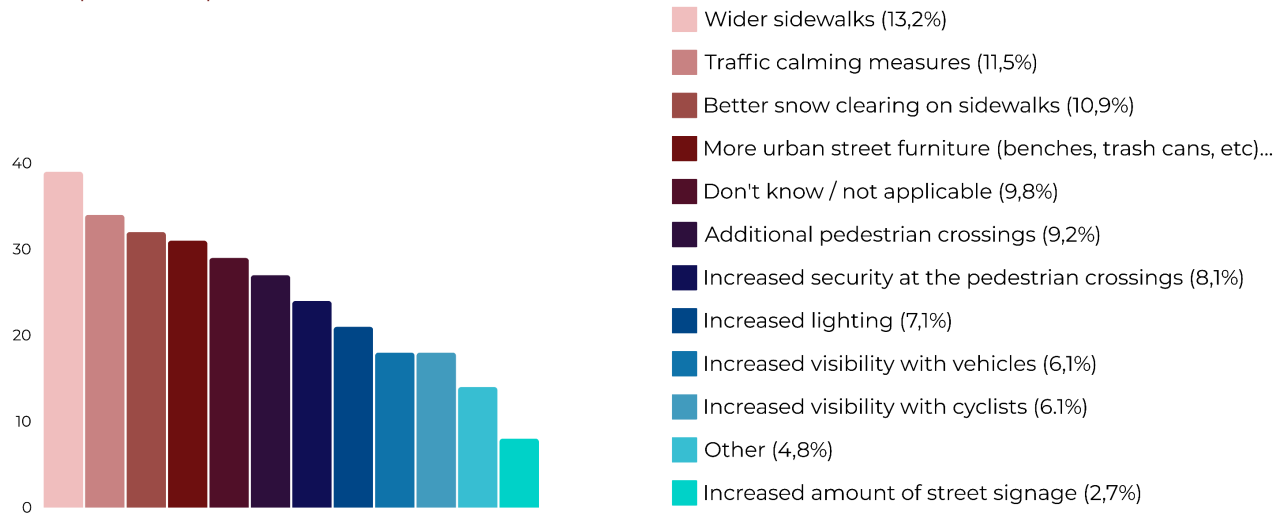


The majority of respondents says they are **satisfied** or **very satisfied**, representing **48 people** (40.7%) and **16 people** (13.6%) respectively. However, a significant portion reports being **dissatisfied** or **very dissatisfied** with the pedestrian facilities, with **22 respondents** (18.6%) and **11 respondents** (9.3%) respectively. Nearly a quarter of respondents, 21 participants (17.8%), indicate that the question does not apply to them.



## Question 10 : What improvements could be made to the pedestrian experience?

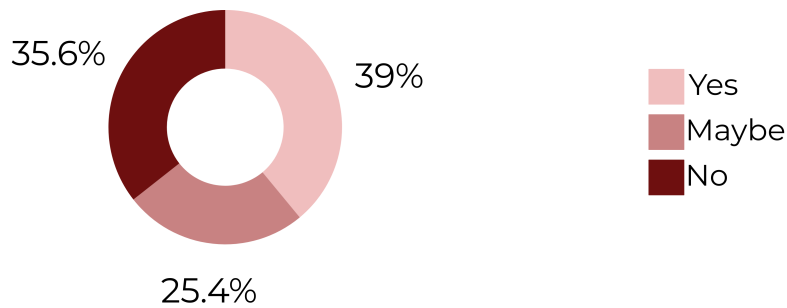
\* Multiple-choice question



According to the responses collected, a variety of suggestions have emerged to improve the pedestrian experience on Claremont Avenue. Several proposals were put forward, including the **widening of sidewalks**, cited by **39 respondents**, followed closely by **traffic calming measures**, suggested by **34 people**, and **better snow removal on sidewalks**, mentioned by **32 respondents**. The installation of **additional street furniture**, such as benches and trash cans, is also popular, desired by **31 respondents**, while 29 respondents indicated that they did not know or found this question not applicable. Additionally, 14 people provided specific suggestions.

Among other recommendations to improve the pedestrian experience on Claremont Avenue, participants expressed a desire for **leveled sidewalks** for those using crutches. They also raised concerns about **safety at pedestrian crossings** near Marianopolis. Some individuals highlighted specific issues such as the lack of **stop signs** at the Villa Maria exit, leading to safety concerns. Recommendations were made for the introduction of **traffic cameras** to prevent speeding. Finally, general suggestions were made to enhance the pedestrian experience, including **planting trees and plants**, as well as **repairing sidewalks and street lights**. Conversely, some people believe that no improvements are necessary or that pedestrian traffic is already optimal.

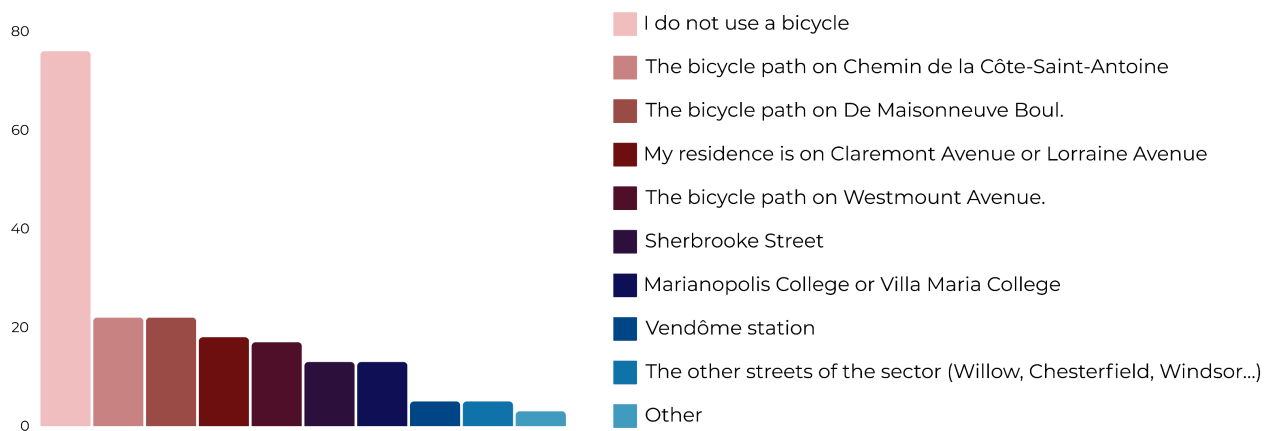
Question 11 : If pedestrian experiences were improved , would you opt for this mode of transportation more frequently?



According to the data collected, a significant proportion of **46 respondents**, or 39.0%, stated that **they would** use walking as a mode of transportation **more frequently** if there were improvements to the pedestrian experience on Claremont Avenue. In contrast, **42 respondents**, or 35.6%, indicated that **they would not change their habits**, while **30 respondents** (25.4%) are **undecided**.

Question 12 : When using a bicycle on Claremont Ave., what is your usual destination?

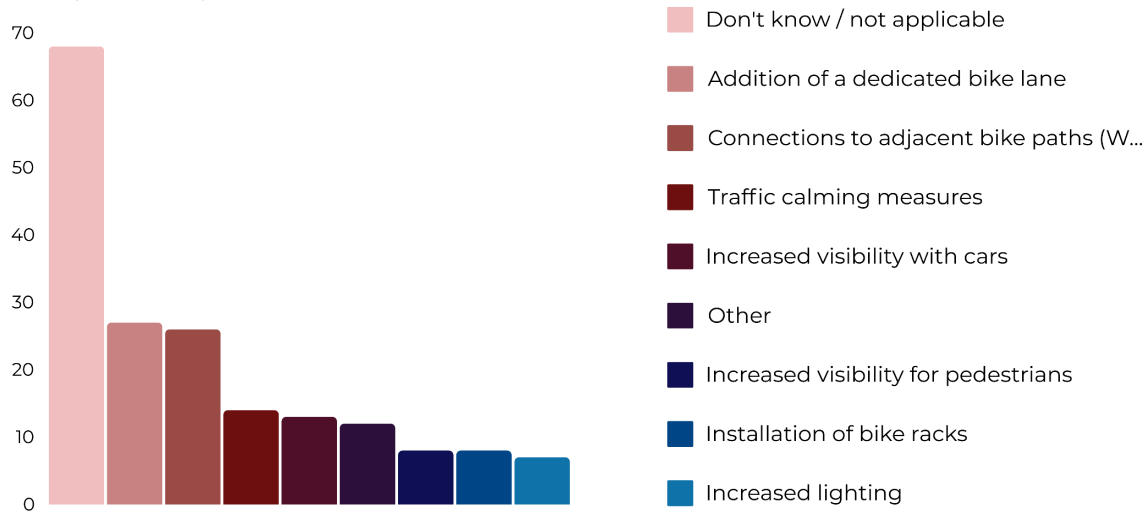
\* Multiple-choice question



Various destinations are targeted by participants when cycling on Claremont Avenue. Among the main reasons for cycling in the area, using the **bike path on De Maisonneuve Boulevard** or **Côte-Saint-Antoine Road** is mentioned by **22 respondents** (11.3%), and **18 respondents** (9.3%) use the bicycle to get to their **homes** on Claremont or Lorraine Avenue. Other destinations include **Marianopolis and Villa Maria colleges**, as well as **adjacent neighborhood streets**. A small number mention other destinations such as visiting their parents. However, it should be noted that a majority of respondents, **76 people** (39.2%), indicates that they **do not use a bicycle** for their trips.

### Question 13 : What improvements could be made to the cycling experience?

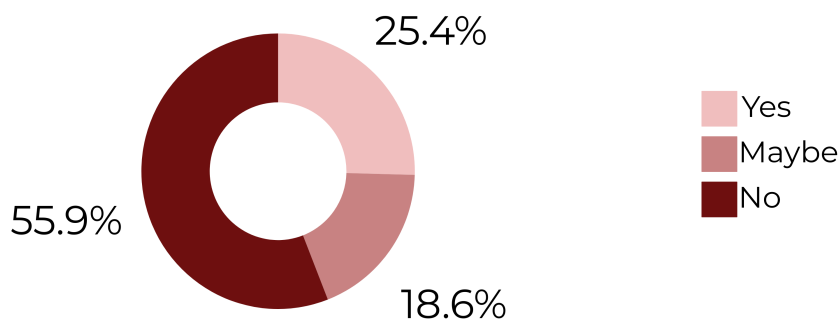
\* Multiple-choice question



Various improvements are suggested for cycling on Claremont Avenue. Among the main suggestions is the addition of **dedicated bike lanes**, mentioned by **27 respondents** (14.7%), as well as the **connection to adjacent bike paths** such as Westmount Avenue and Côte Saint-Antoine Road, desired by **26 respondents** (14.2%). Other notable suggestions include the installation of **bike racks** (8 respondents, or 4.4%), **traffic calming measures** (14 respondents, or 7.7%), and **better visibility with cars** (13 respondents, or 7.1%). A significant proportion of 68 respondents (37.2%) indicated that they did not know or found this question not applicable, while 12 people (6.6%) provided specific suggestions.

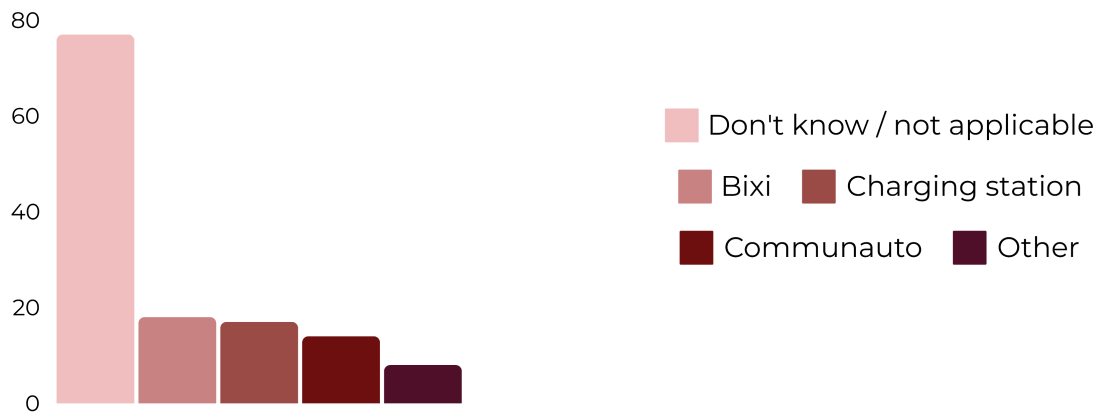
These suggestions include **improving the road surface**. Some comments highlight the need to **remind cyclists of traffic rules** to promote harmonious coexistence. Other participants believe that cycling should not be encouraged on Claremont Avenue as it is **not conducive to cycling** due to traffic, topography, and on-street parking.

### Question 14 : If the cycling experience was improved, would you opt for this type of transportation more frequently?



A quarter of respondents, **30 people** (25.4%), indicate that they **would use** the bicycle **more often** as a mode of transportation if improvements are made to the cycling experience on Claremont Avenue. However, a significant majority of **66 respondents** (55.9%) states that they **would not change** their mode of transportation if improvements are made, while 22 respondents (18.6%) are undecided.

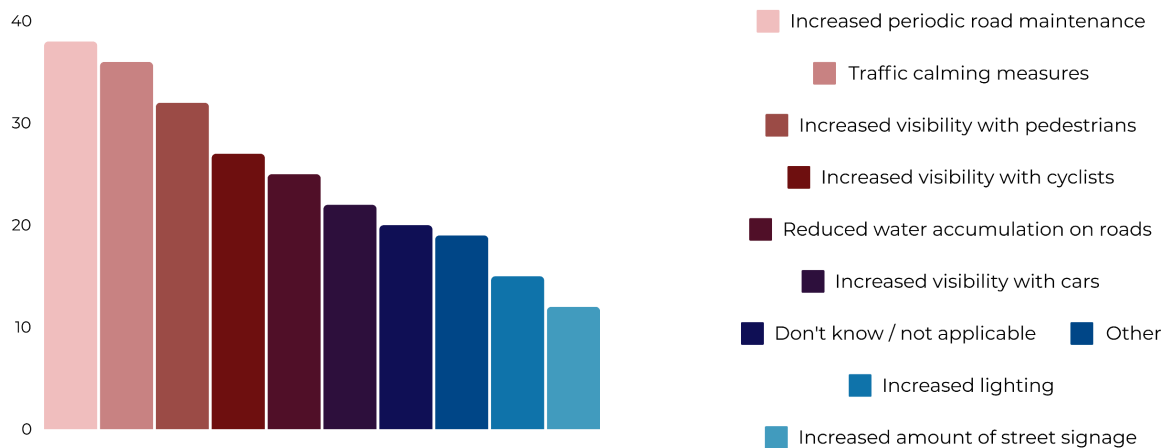
Question 15 : What other alternative mobility options would you be interested in?



Among the alternative mobility options, **BIXI** has sparked the interest of **18 respondents** (13.4%), closely followed by **charging stations** with **17 responses** (12.7%) and **Communauto** with **14 respondents** (10.5%). The majority of respondents, 77 people (57.5%), indicated that they did not know or did not find this question applicable, while 8 people (6.0%) mentioned other specific options such as trains, bicycles, cars only, and the inability to find other means of transportation due to heavy traffic. Additionally, one respondent suggested a free electric cart service, similar to those in Florida. Another expressed a desire to use Communauto Flex vehicles in Westmount, as it is currently not allowed.

**Vehicular Travel**

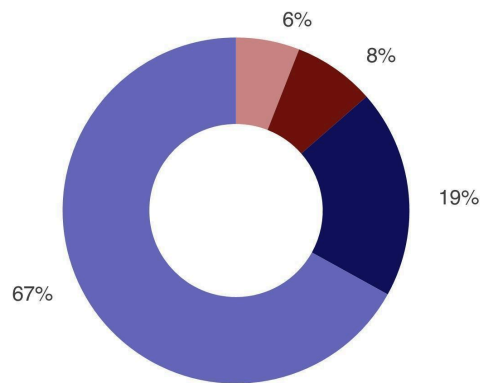
Question 16 : What improvements could be made to your vehicular travels?



Various improvements are suggested for vehicular travel on Claremont Avenue. Increasing the frequency of **road maintenance** was mentioned by **38 respondents** (15.5%), while **36 respondents** (14.6%) emphasized the need for **traffic calming measures**, and **32 responses** (13.0%) mentioned the importance of **visibility with pedestrians**. Some suggestions for improvement include better **visibility with cyclists** (27 responses, 11.0%), **reducing water accumulation on roads** (25 responses, 10.2%), and better **visibility with cars** (22 responses, 8.9%). Finally, 20 participants (8.1%) indicated they did not know or did not find this applicable, while 15 respondents (6.1%) mentioned the need for **increased lighting** and 12 respondents (4.9%) expressed the need for more traffic signs.

Additionally, 19 respondents (7.7%) proposed other specific suggestions to improve travel on Claremont Avenue, including **better traffic flow** without obstructions at intersections, **improved road maintenance** with **fewer potholes and cracks**, the installation of **roundabouts** to replace traffic lights and stop signs, and the **synchronization of traffic lights**. Some individuals also highlighted the need to **reduce the number of parking spaces**, install traffic cameras, or simply repave the road to eliminate potholes.

Question 17 : Which on-street parking space do you use on Claremont Avenue?

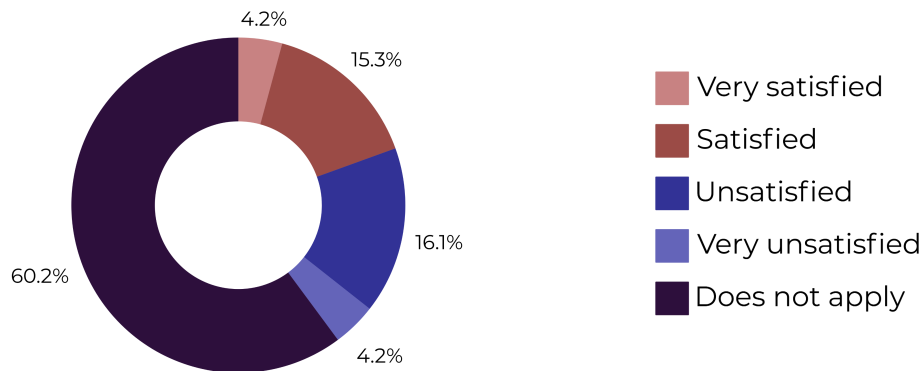


- Mostly parking on the east side of Claremont Avenue
- Mostly parking on the west side of Claremont Avenue
- I use parking space on both sides of Claremont Avenue equally
- I do not use on-street parking

A significant majority of **79 respondents** (67.0%) indicates that they **do not use on-street parking** on Claremont Avenue. Among those who do use parking spaces, **23 respondents** (19.5%) stated they use **both sides of the avenue** equally, while **9 respondents** (7.6%) primarily prefer parking on the **west side**, and **7 respondents** (5.9%) predominantly choose the **east side** of Claremont Avenue for parking.

## Universal Accessibility

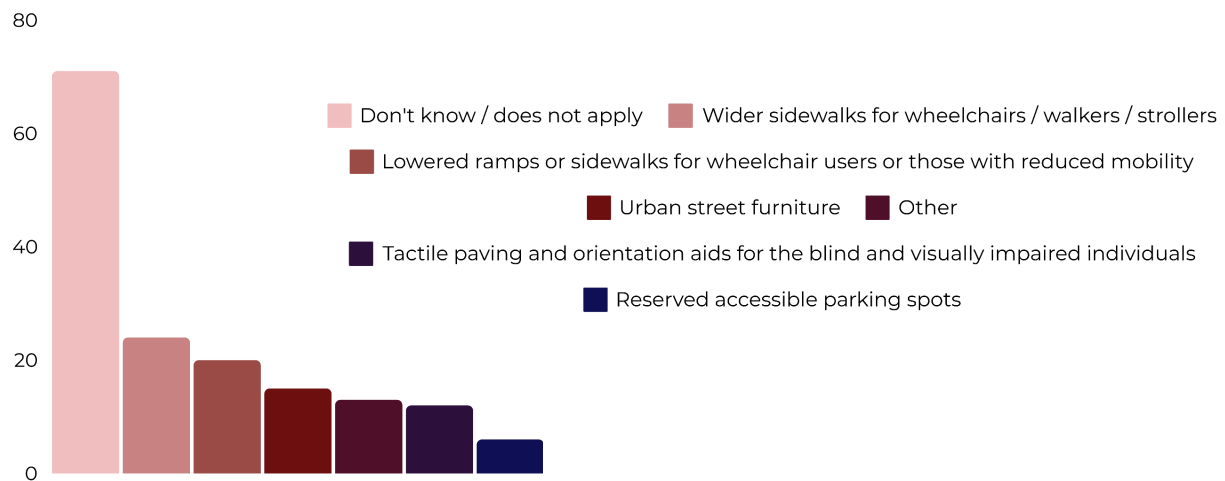
Question 18 : What is your level of satisfaction regarding universal accessibility (e.g.: wheelchairs / walkers / strollers / visual impairment)?



The majority of respondents, **71 people** (60.2%), indicates that the level of satisfaction regarding universal accessibility **does not apply** to them, while **18 respondents** (15.3%) are **satisfied** and **19 respondents** (16.1%) are **dissatisfied**. Finally, 5 people (4.2%) express being very satisfied and 5 (4.2%) very dissatisfied.

Question 19 : What accessibility enhancements could improve your travels?

\* Multiple-choice question



The majority of respondents, 71 people (44.1%), indicates that they do not know or do not find this applicable.

Among respondents with suggestions to make travel universally accessible, **widening sidewalks** to facilitate the passage of wheelchairs, walkers, and strollers is advocated by **24 respondents** (14.9%), as well as the creation of **ramps or lowered sidewalks** for wheelchairs



users or those with reduced mobility (20 respondents, 12.4%). Other suggestions include installing **adapted urban furniture** (15 responses, 9.3%), implementing **tactile paving and orientation aids** for blind or visually impaired individuals (12 respondents, 7.5%), and **reserved parking spaces** for people with reduced mobility (6 responses, 3.7%). Additionally, 13 respondents (8.1%) propose other specific suggestions to improve accessibility for travel.

Some suggestions include parking spots that do not require permits, **sidewalks in better condition**, and **traffic calming measures**. Some respondents express a desire for no changes or specify specific concerns such as maintaining sidewalks at their current width.

### Part 3 - Features to Preserve

Question 20 : Which existing amenities or infrastructure do you particularly appreciate and wish to preserve? (e.g. natural or built heritage / significant landmarks)

Many elements to preserve are identified by participants. **Prince Albert Park**, along with the **presence of mature trees and green spaces**, are repeatedly mentioned as appreciated features. Some respondents emphasize the importance of **built heritage**, including historic houses and institutions such as Marianopolis College and Villa Maria College. Others express the desire to maintain **unrestricted access for walking and driving**. The need to **preserve the character of the neighborhood** and refrain from widening the avenue is also highlighted several times. Some mention specific elements to preserve, such as **benches** in green spaces, **sidewalks**, and **traffic lights**. However, several respondents point out that there are no particular distinctive elements to preserve on Claremont Avenue.

### Part 4 - Living environment and appropriation

Question 21 : Among the following propositions, which development(s) would you like to see on Claremont Ave.?

\* Maximum 2 answers



According to the responses collected, **53 respondents** (23.1%) express desires for enhancements **favouring biodiversity and cooling** on Claremont Avenue. Next, **46 participants** (20.1%) seek **comfortable and relaxing spaces**, while **31 respondents** (13.5%) advocate for **playful areas** for children and teenagers. Finally, 26 respondents (11.4%) indicate no interest in the proposed options. Other suggestions mentioned include developments focused on **physical activity** (26 respondents, 11.4%) or **creativity and culture** (16 respondents, 7.0%).

Some individuals propose improvements such as **asphalt upgrading, sidewalk widening**, and the **incorporation of arts and elements related to Indigenous history**. Specific requests include adding **trash bins** and ensuring **adequate lighting** in Prince Albert Park. Lastly, some individuals reiterate concerns regarding parking and traffic.

## IV. Highlights of the Results

### Travel Profile

- The car, a preferred mode of transportation.
- Walking, a mode of transportation used daily.
- The bicycle, a mode of transportation used by many people for various trips in the area.
- Taxis and Uber, a mode of transportation used occasionally.
- The bus and the subway, modes of transportation used as needed.
- The majority of respondents does not live on Claremont Avenue but travel there regularly.

### Pedestrian Experience

- General dissatisfaction with the sidewalks on Claremont Avenue.
- Contrasting opinions regarding the safety of pedestrian crossings in the area.
- Concerns about safety at the intersections of Claremont Avenue.
- A majority uses the east and west sidewalks of Claremont Avenue equally.
- A notable proportion is satisfied with the pedestrian facilities on Claremont.
- Widening the sidewalks, better snow removal, and adding street furniture are among the most popular desired improvements.
- A significant portion of respondents would walk more often if the pedestrian facilities were improved.

### Cycling Experience

- Insecurity and dissatisfaction for cyclists riding on Claremont Avenue.
- Contrasting opinions regarding the development of cycling infrastructure on Claremont Avenue.
- Lack of bike racks nearby. Insufficient supply of BIXI bikes compared to demand.
- A large portion of respondents do not use a bike on Claremont Avenue.
- Some respondents would use a bike more often with better cycling infrastructure.

## Vehicular Experience

- Poorly visible stop signs.
- Excessive speeding by cars. Contrasting opinions on the configuration of traffic lanes adjacent to the vegetated island.
- Unsatisfactory street parking conditions.
- Deteriorated road surface.
- Traffic congestion during peak hours.
- Nuisance from buses and trucks.
- Traffic and parking issues on Lorraine Avenue.
- Lack of electric charging stations. Authorize Communauto FLEX.
- Better visibility with pedestrians, increased lighting, and frequent street maintenance are among the most popular desired improvements.
- The majority of respondents does not use the street parking spaces on Claremont Avenue.

## Built Environment

- Various concerns about the lighting on Claremont Avenue.
- Dissatisfaction with the bus stop amenities.
- Underutilized potential of the NDG-Claremont Island.
- Call for increased greening in the southern sector of Claremont Avenue.
- Concerns about flooding issues in the area. Cohabitation issues at the Claremont and Sherbrooke intersection.
- Shared appreciation for Prince Albert Park with differing opinions on its layout.
- Prince Albert Park, mature trees, and historic houses are valued elements to preserve.
- Desire for developments promoting biodiversity and cooling.
- A large portion of participants want comfortable and relaxing spaces, as well as play areas for children and teenagers.

## Summary Table of Issues and Proposed Solutions by Participants

<b>1</b>	<b>Safety and accessibility issues related to sidewalks</b>	<ul style="list-style-type: none"><li>● Ensure proper drainage.</li><li>● Choose durable materials and maintain the sidewalks.</li><li>● Ensure better sidewalk maintenance.</li><li>● Widen the sidewalks on Claremont Avenue.</li><li>● Widen the sidewalks in strategic locations.</li></ul>
<b>2</b>	<b>Pedestrian crossings are sometimes insufficient</b>	<ul style="list-style-type: none"><li>● Install more visible pedestrian crossings.</li><li>● Integrate priority signs for pedestrians.</li><li>● Reevaluate the intersection of Sherbrooke and Claremont.</li><li>● Install flashing lights in the northern sector of Claremont Avenue.</li></ul>

<b>3 Safety issues and dissatisfaction among cyclists on Claremont Avenue</b>	<ul style="list-style-type: none"> <li>● Create cycling infrastructure on the street.</li> <li>● Create a cycling link on Côte-Saint-Antoine Road.</li> <li>● Install a conveyor belt for bicycles.</li> </ul>
<b>4 Increased vehicular traffic on Claremont Avenue</b>	<ul style="list-style-type: none"> <li>● Change Claremont Avenue to one-way northbound.</li> <li>● Change the northern section of Claremont Avenue to one way.</li> <li>● Install flashing lights in the southern part of Claremont Avenue.</li> </ul>
<b>5 Excessive speeding by drivers</b>	<ul style="list-style-type: none"> <li>● Implement raised intersections or pedestrian crossings at the Chesterfield and Claremont intersection.</li> <li>● Install several speed bumps or cushions.</li> <li>● Synchronize the traffic lights at Notre-Dame-de-Grâce Avenue and Côte Saint-Antoine Road.</li> <li>● Install automated cameras or speed radar.</li> </ul>
<b>6 Parking issues</b>	<ul style="list-style-type: none"> <li>● Improve parking signage.</li> <li>● Reconfigure the parking spaces on Lorraine Avenue for residents.</li> <li>● Implement parking permits.</li> </ul>
<b>7 Concerns about the impact of a new residential building and its parking on children's safety in the park</b>	<ul style="list-style-type: none"> <li>● Plan for a safe park entrance.</li> </ul>
<b>8 Inadequate bus stop</b>	<ul style="list-style-type: none"> <li>● Widening the sidewalk at bus stops.</li> <li>● Installation of furniture.</li> </ul>
<b>9 Visibility issues with stop and traffic signs</b>	<ul style="list-style-type: none"> <li>● Reposition the bus stop.</li> <li>● Improve the signage panels.</li> </ul>

<b>10 Inadequate lighting</b>	<ul style="list-style-type: none"> <li>● Reposition the lampposts.</li> <li>● Change the lampposts to the Washington model.</li> <li>● Bury exposed electrical wires.</li> <li>● Integrate motion sensors.</li> </ul>
<b>11 Flooding issues</b>	<ul style="list-style-type: none"> <li>● Install rainwater management facilities.</li> <li>● Implement permeable pavement on Lorraine Avenue.</li> </ul>
<b>12 Waste management problems</b>	<ul style="list-style-type: none"> <li>● Add trash bins on the avenue and ensure street maintenance.</li> </ul>
<b>13 Noise nuisances caused by buses and trucks</b>	<ul style="list-style-type: none"> <li>● Install acoustic radars.</li> </ul>
<b>14 Underutilized vegetated island</b>	<ul style="list-style-type: none"> <li>● Vegetate and develop the island.</li> <li>● Merge the island with the adjacent land.</li> </ul>
<b>15 Lack of vegetation in the area</b>	<ul style="list-style-type: none"> <li>● Create vegetated curb extensions at intersections.</li> <li>● Redesign and green the southern entrance of Claremont Avenue.</li> <li>● Create a green alleyway on Lorraine Avenue.</li> </ul>
<b>16 Other possible solutions</b>	<ul style="list-style-type: none"> <li>● Implement roundabouts at strategic intersections.</li> <li>● Reassess the direction of traffic lanes on Winchester Avenue.</li> </ul>

## **V. Conclusion**

The participatory activities and online questionnaire have enabled the gathering of public opinion on the current state of mobility in the area. Specifically, participants had the opportunity to express their views on existing infrastructure, various issues encountered, and potential improvements for Claremont and Lorraine Avenues. This report highlights the points raised during these activities and the online questionnaire, while presenting the general highlights of the process. Additionally, sector-specific issues and potential solutions are summarized in a synthesis table, providing an overview of mobility dynamics in the area.

These inputs provide a better understanding of the urban environment from the citizen perspective and will be considered in the development of planning scenarios.

In this process, this report serves as a preliminary phase before proposing developments. Once these proposals are formulated, a second participatory activity session will be organized to gather further feedback from the public. Finally, a preferred concept will be developed and presented during a public information session.