



# Appendix B-2

**Consultation Round 2 Public Survey  
and Pop-Up Summary – October 2021**



## TTC Line 3 Bus Replacement Study

### Round 2 Public Survey and Pop-Up Summary

#### October 2021

**Total participants: 535+**

*Survey timeframe: October 12, 2021 – October 29, 2021*

Online survey participants: 436

Mailed surveys received: 13

E-mailed surveys received: 4

Feedback received via phone: 2

*Line 3 station pop-up dates: October 21, 25, and 28, 2021*

Line 3 stations pop-up participants: 80+

## Overview

The TTC hosted a range of digital, mail-in, and in-person engagements in October 2021. The purpose of the engagement was to share and seek feedback on a shortlist of bus routing options based on technical analysis and feedback received in Round 1 of the Line 3 Bus Replacement Study. There were several ways the public could share their feedback, including via an online survey, mailing a hard copy of the survey (which could be downloaded online or mailed to participants upon request), in-person at Line 3 station pop-ups, sending an email, sharing feedback by phone. The survey was available between October 12 and October 29, 2021. The pop-ups at Line 3 stations were held at peak hours on October 21, 25, and 28, 2021.

Over 535 people provided feedback. The online survey was available on the dedicated engagement website [line3bus.ca](https://line3bus.ca) and was available in over 100 languages. It was promoted through a variety of online, print, and in-station mechanisms, including the TTC's website and social media channels, through City Councillors, stakeholders and their networks, via print and online ads, Line 3 station announcements and video screens, household mailing, posters at key community locations, and pop-ups at all six Line 3 stations.

The survey included two sections – information on the shortlist of options and questions about the shortlist of options and respondent demographics. Similar information and questions were shared at the Line 3 station pop-ups, excluding respondent demographics. See page 13 for more details about the pop-ups. The survey and the pop-ups were part of a broader Round 2 public and stakeholder engagement process for the Line 3 Bus Replacement Study.

The summary of feedback received has been organized under the following categories:

1. Feedback on shortlist of options
2. Other feedback
3. Survey respondent profile
4. Line 3 station pop-up feedback

The survey was not designed or intended to be statistically significant; it was designed to supplement the public consultation to help the TTC understand the diversity of opinions and understand the rationale behind various positions on the Line 3 Bus Replacement Study. This summary does not assess the merit or accuracy of the feedback shared digitally, by mail and at pop-ups, nor does the documentation of the responses indicate an endorsement of any of these perspectives on the part of the TTC. This summary report was prepared by the third-party engagement team from Swerhun Inc.

## Overall Snapshot of Feedback

The following points reflect the overall snapshot of feedback received. The remainder of this summary provides additional details regarding these, and other points participants shared.

**Majority of participants support the TTC's recommended option (Option 1 – Hybrid Line 3 Right-of-Way) to replace Line 3 once it's decommissioned.** 79% of survey participants support TTC's recommendation for Option 1 (combined agree and strongly agree responses), while 15% do not support the recommendation (combined disagree and strongly disagree responses). There was also general support from pop-up participants for Option 1. They like Option 1 because by using the same infrastructure and route as Line 3, it will be a fast and easy route and will keep buses away from congested streets. Those who do not support Option 1 said it was time and resource consuming to build, will operate for only 5 years and will cause interruptions to Scarborough transit riders. Others were neutral (6%) with the recommendation because they are not happy about the closing of Line 3 but think it is a helpful solution until the Line 2 East Extension is complete.

**Mixed opinion on the interim on-street bus routing options (Option 2 – Midland & Brimley Couplet and Option 3 – Midland and Brimley Couplet with Kennedy), but near half of participants prefer Option 2.** 42% of survey participants are in favour of Option 2 while 25% are in favour of Option 3. Option 2 is preferred for several reasons, including it's a simple route, it uses the Brimley and Midland corridors which are less traffic-congested, and it can help accommodate BRT features such as priority lanes or priority signalization. Those who prefer Option 3 said it avoids Eglinton Avenue and its potential traffic impacts on the TTC, and it creates better accessibility to the Lawrence and Kennedy areas.

**Implement changes quickly and efficiently.** There were concerns that finalizing a replacement plan will take too long and waste existing resources. Participants wanted to be assured that whichever option is chosen, it will provide fast and reliable service, especially for those travelling from Scarborough Centre Station to Kennedy Station.

**Frustration and disagreement with the decommissioning of Line 3.** Some survey and pop-up participants expressed frustration with the decommissioning of Line 3 and the impacts on commute times, congestion, and surrounding communities. Some said they do not want Line 3 to be shutdown. Others were generally frustrated with previous political decision-making about transit planning and the slow implementation of transit improvements in Scarborough.

**Many transit riders were not aware of the decommissioning of Line 3.** Many transit riders the project team spoke with at Line 3 stations pop-ups were not aware of Line 3 shutting down in 2023. Participants were appreciative of the information and were interested in learning more about the bus replacement options.

**Ensure replacement bus service is accessible and provides a good transit service.** General suggestions shared to providing a good transit service were ensuring accessible stops and stations, creating express routes, implementing transit priority measures, particularly dedicated bus lanes, and using articulated buses to serve more riders.

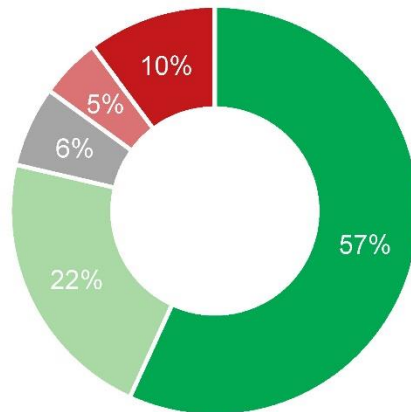
## Feedback on Shortlist of Options

### Level of agreement with recommended Option 1 – Hybrid Line 3 Right-of-Way

Survey participants were asked to share their level of agreement with the TTC's recommended Option 1 to replace service for Line 3 Scarborough.

A total of 441 survey participants provided a response.

**57% strongly agree and 22% agree** with the recommended Option 1, while **10% strongly disagree and 5% disagree**. **6%** of participants were **neutral**.



- Strongly Agree (57%)
- Agree (22%)
- Neutral (6%)
- Disagree (5%)
- Strongly Disagree (10%)

Participants who **agree and strongly agree** with Option 1 shared the following reasons:

- **Option 1 is a fast and reliable option.** Running the replacement buses on a dedicated bus route would provide the fastest, most reliable, and most convenient transit option between Scarborough Centre and Kennedy Stations. Option 1 also takes buses off mixed traffic, which reduces the impact that traffic and road construction may have on bus service.
- **Option 1 follows a similar routing as the current Line 3 service.** Replicating the existing route would be beneficial and less disruptive to transit riders. It would also ensure those who currently use Line 3 will continue to have access to most existing station locations.
- **Option 1 adds a new stop at Tara Avenue.** Some participants like that a new stop at Tara Avenue will be added to better connect the Scarborough community.

Participants who **disagree and strongly disagree** with Option 1 shared the following reasons:

- **Option 1 is costly, would take time to build, and is a waste of resources.** Some participants do not agree with TTC's recommendation for Option 1 because this option is too costly and could take longer than two years to build. Participants said that the cost of retrofitting the Line 3 infrastructure to implement this option is not worth the return since it will only be used for five years. Participants suggest the existing infrastructure be repurposed for a long-term transit solution, instead of Option 1's temporary transit solution.
- **Concerns about continuous interruptions and accessibility.** Participants are concerned with the continuous interruptions they will face with the decommissioning and construction of temporary transit plans for Line 3's replacement service. Others are concerned that not all Line 3 stations are wheelchair accessible.
- **Inconvenient for those who live near or park at McCowan Station.** Participants would like the bus replacement service to start at McCowan Station instead of at Scarborough Centre Station as walking from McCowan Station to Scarborough Centre Station is

inconvenient, especially when it's raining or snowing, or at night. An extra 2-minute drive for bus drivers saves a transit rider 5 to 10 minutes of walking.

- **Unclear how the route will connect from the ground level to the elevated portion of the Line 3 corridor.**
- **Concerns about connection to Ellesmere involving tight turns, which could be uncomfortable to riders.**

Participants who were **neutral** about Option 1 generally had mixed opinions and shared the following reasons:

- Option 1 seems like a good option for Line 3 replacement, but participants are not happy with the closing of Line 3.
- Option 1 is costly and would take time to build but is helpful until Line 2 East Extension is complete.

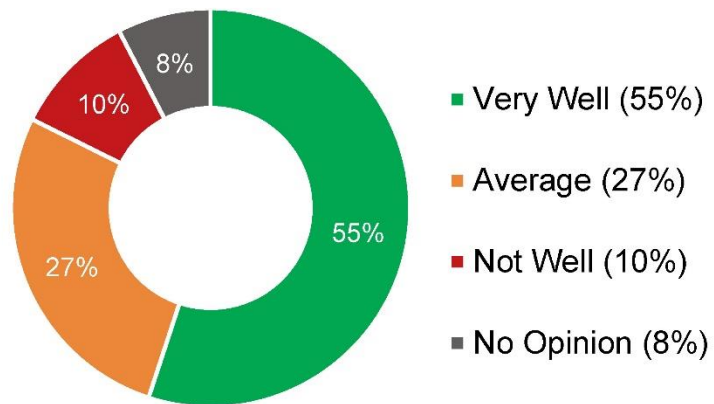
### How well Option 1 serves participants' travel needs

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Survey participants were asked to identify how well Option 1 serves their travel needs.

A total of 441 survey participants provided a response.

**55%** said Option 1 serves their travel needs **very well**, **27%** said Option 1 was **average** in serving their travel needs, and **10%** said Option 1 **does not serve their travel needs well**. **8%** of participants had **no opinion**.



Participants said Option 1 serves their travel needs **very well** because:

- it is a fast and easy ride for transit users who need to travel between Kennedy Station to Scarborough Centre Station, and
- it follows the existing Line 3 route, therefore there isn't much disruption to current travel patterns.

Participants said Option 1 **does not serve their travel needs well** because:

- using a bus will still take longer than the current Line 3 service, and
- it doesn't serve the Lawrence Ave East neighbourhood well by making riders walk further to access a station.

## Preference between the on-street options:

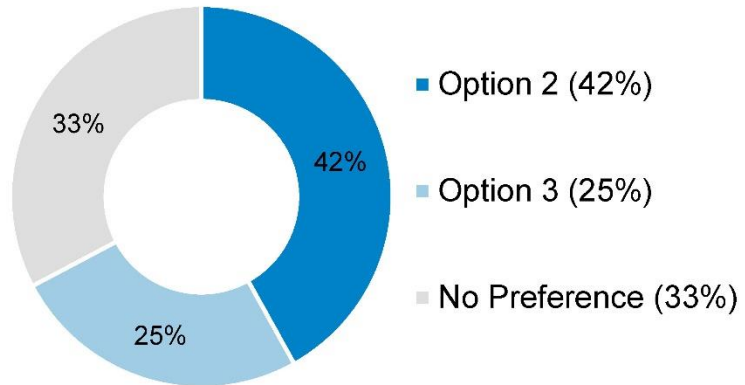
### Option 2 – Midland & Brimley Couplet and Option 3 – Midland and Brimley Couplet with Kennedy

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Survey participants were asked if they preferred either of the two on-street options (Option 2 or 3) that would run before the recommended option is implemented.

A total of 447 responses were received for this question.

Most participants (**42%**) prefer **Option 2**, **25%** prefer **Option 3**, and **33%** had no preference.



Participants who **prefer Option 2** said:

- **Option 2 is direct, simple, and fast.** It provides riders with a simpler, more direct route than Option 3. It also seems faster than Option 3 because it has fewer turns. Others said it is less disruptive to local traffic because “less turns means less traffic”.
- **Option 2 runs only on less busy streets (Midland Avenue and Brimley Road) and avoids Kennedy Road.** This option runs all the way from Ellesmere to Eglinton along Midland and Brimley which has less traffic than Option 3’s routing on Kennedy Road. Both these streets have the opportunity to accommodate Bus Rapid Transit (BRT) features like transit signal priority or priority bus lanes. Option 3’s routing on Kennedy Road could also be confusing for riders. Some said that Option 3 could be disruptive to neighbourhoods on an already busy Kennedy Road due to the additional traffic.

Participants who **prefer Option 3** said:

- **Option 3 avoids construction at Eglinton.** Avoiding Eglinton Avenue and construction for the Line 2 East Extension would allow for faster travel times as the route is unburdened by Eglinton construction. Participants said anything that avoids conflict with Eglinton construction is the best option.
- **Option 3 provides easier access to Kennedy and Lawrence areas.** This option allows riders to access the Kennedy and Lawrence areas more easily, which participants like because there are a lot of shops and retail places that people go to in these areas. Some participants also said they prefer to have additional transit services along Kennedy.
- **Fewer transfers.** This option would help simplify travel for those who live near Midland Avenue as they would not have to travel to Brimley Road for southbound travel. Some said Brimley Road is too far east of a route for some transit riders. Some said Option 3 can increase ridership as it allows riders to catch the buses anywhere along the proposed routes.

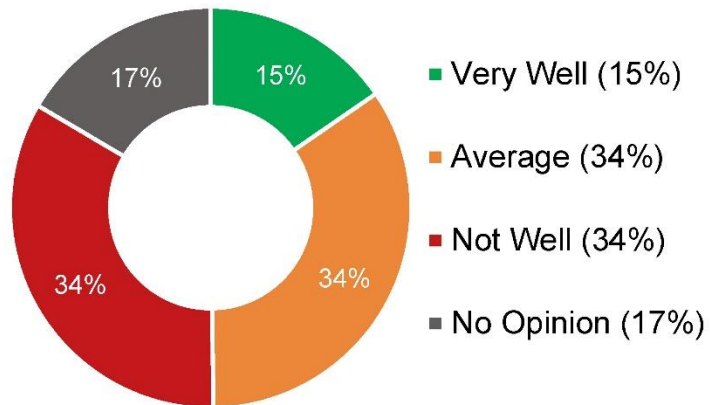
## How well Option 2 serves participants' travel needs

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Survey participants were asked to identify how well Option 2 serves their travel needs.

A total of 449 responses were received for this question.

**15%** said Option 2 serves their travel needs **very well**, **34%** said Option 2 was **average** in serving their travel needs, and **34%** said Option 2 **does not serve their travel needs well**. **17%** of participants had **no opinion**.



Participants said Option 2 serves their travel needs **very well** because:

- it provides riders with a fast, simple, and direct route between Scarborough Centre Station and Kennedy Station, and
- it allows for connections with other bus routes on Lawrence and Ellesmere.

Participants said Option 2 **does not serve their travel needs well** because:

- there are concerns that construction on Eglinton Avenue and Kennedy Station will impact travel times,
- some participants don't have direct access to stops and will have to walk further to catch buses on Midland and Ellesmere,
- it will create longer travel times because there aren't priority bus lanes, and
- it is very different from the current Line 3 route.

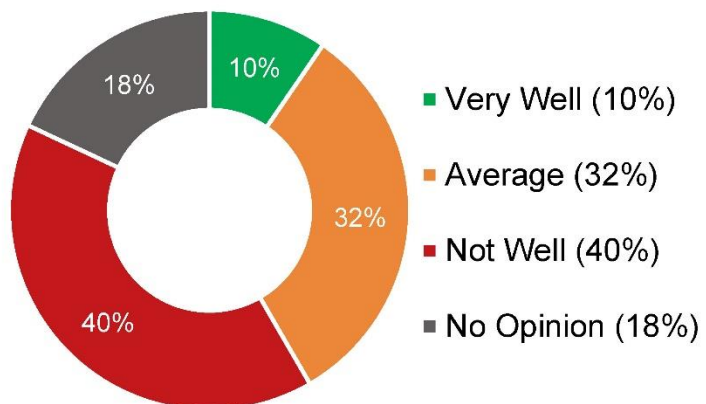
## How well Option 3 serves participants' travel needs

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Survey participants were asked to identify how well Option 3 serves their travel needs.

A total of 450 responses were received for this question.

**10%** said Option 3 serves their travel needs **very well**, **32%** said Option 3 was **average** in serving their travel needs, and **40%** said Option 3 **does not serve their travel needs well**. **18%** of participants had **no opinion**.



Participants said Option 3 serves their travel needs **very well** because:

- it creates better connections to local neighbourhoods, including neighbourhoods along the 54 Lawrence East route),
- it avoids Eglinton Avenue and its construction impacts, and
- it keeps buses out of residential areas (unlike Option 2).

Participants said Option 3 **does not serve their travel needs well** because:

- it is a complicated and confusing route,
- it is less direct, which adds travel time to long-distance travel,
- it creates more traffic congestion on Kennedy Road as there are already existing bus routes operating along Kennedy Road, and
- it is drastically different from the current Line 3 route.

## Other Feedback

In addition to feedback shared on the shortlist of bus routings options, several participants shared about consider keeping Line 3 running until the Line 2 East Extension is complete; implementing dedicated bus lanes for Options 2 and 3, and; considering whether Option 1 is worth the resource, cost and length of operation. Several also stated their frustration with political decision-making on previous transit plans (e.g., LRT and subways), the mismanagement, planning and closing of Line 3 and said new transit is often slow to come to Scarborough. Listed below are feedback other participants shared.

### General planning advice

- **Ensure accessibility along the route.** It is important that every piece along a passenger's journey is accessible. Participants would like the stations along Option 1 to be wheelchair accessible.
- **Implement measures to provide reliable service and have enough capacity to carry Line 3 passengers.** Line 3 carries thousands of passengers that travel long distances who need fast transit like what Line 3 provides. For any of the options implemented, consider using articulated buses and increasing express service (without stops) between Kennedy Station and Scarborough Centre Station to serve the significant number of passengers who travel to these stations. Consider installing priority transit signals and dedicated bus lanes similar to the red painted lanes on Eglinton Avenue. There were a few reasons shared for implementing dedicated bus lanes, including:
  - Doing a road diet would create a lot calmer and less aggressive private vehicle driving.
  - The red painted lanes create a strong visual indication for transit priority. Queue jump lanes and transit signal priorities are technical changes that may not create as strong of a visual compared to the red painted lanes.
  - The burden from loss of transit infrastructure should not only be felt by transit users but all road users.
- **Have a holistic approach to the Line 3 replacement plan that considers multi-modal transportation and the safety of pedestrians and cyclists.** Consider building a protective bike lane, integrating a cycling network, and adding Bike Share stations to the Line 3 replacement plan, as part of other uses TTC could consider accommodating. If queue jump lanes are installed, street widening should be done deliberately, address safety, and should not come at the expense of people walking and cycling.
- **Develop hybrid options and construction management plans so that whatever option is implemented, interruption to services is minimized.** Consider implementing any modifications to the current Line 3 now to speed up new service in the future.

### Communication advice

- **Be transparent and clear on how long Option 1 may be in service as it could be more than five years until the Line 2 East Extension is operational.** This would make participants understand that Option 1 is the better choice instead of creating concerns about wasted resources for something that would only run for five years.



#### Suggestion related to community impact

- **If Option 1 is implemented, the TTC should include noise barrier walls along Line 3 to protect residential areas from noise pollution**, specifically mentioned are Rainbow Village and Treverton Park neighbourhoods.
- **Provide a shuttle bus at Lawrence East Station to Kennedy Station.** Thousands of people live near the Lawrence East Station. Consider providing a shuttle bus at Lawrence East Station to Kennedy Station to serve this community's transit needs and avoid loss of easy transit access after Line 3 bus replacement.

#### Feedback related to adaptive re-use of Line 3 infrastructure

- **Support for the adaptive re-use of Line 3 infrastructure as it maximizes existing assets.** Participants said the adaptive re-use of the Line 3 corridor is a great opportunity to provide needed public spaces. In these spaces, participants would like to see native plants and species, linear park space, community space, space for safe cycling and walking, and a tourist attraction. A few referenced New York's High Line as an aspirational example.
- **Keep the architectural design of current Line 3 stations to preserve Toronto's transit history.**

#### Feedback related to fares

- **Provide fare reductions to compensate for the inconvenience of closing Line 3.**
- **Provide free, discounted, or shared fare rates when transferring from the TTC to GO service** to alleviate overcrowding on many of the routes (specifically, at Kennedy station when passengers are going to Downtown Toronto).

#### Feedback related to Line 2 East Extension

- Consider keeping the Line 3 replacement bus services after the Line 2 East Extension is complete.
- Build the Line 2 East Extension as quickly as possible.

#### Suggestions related to service

- Increase regular bus service on Scarborough routes to compensate for overcrowding.
- Consider adding a connection between Kennedy Station and Don Mills Station so people don't need to go to Scarborough Centre Station to get to Don Mills Station.
- Consider extending bus service to Don Mills, UofT Scarborough, Centennial College, and Malvern Town Centre.

#### Suggestions related to stops and stations

- Ensure stops and stations have weather protection shelters.
- Add PRESTO machines at bus stops
- Increase parking space at Kennedy Station.

#### Other feedback

- Train bus drivers to be able to handle commuters with disabilities or non-English speakers.
- Consider giving the Line 3 infrastructure to a private operator to update and keep the current Line 3 system running.

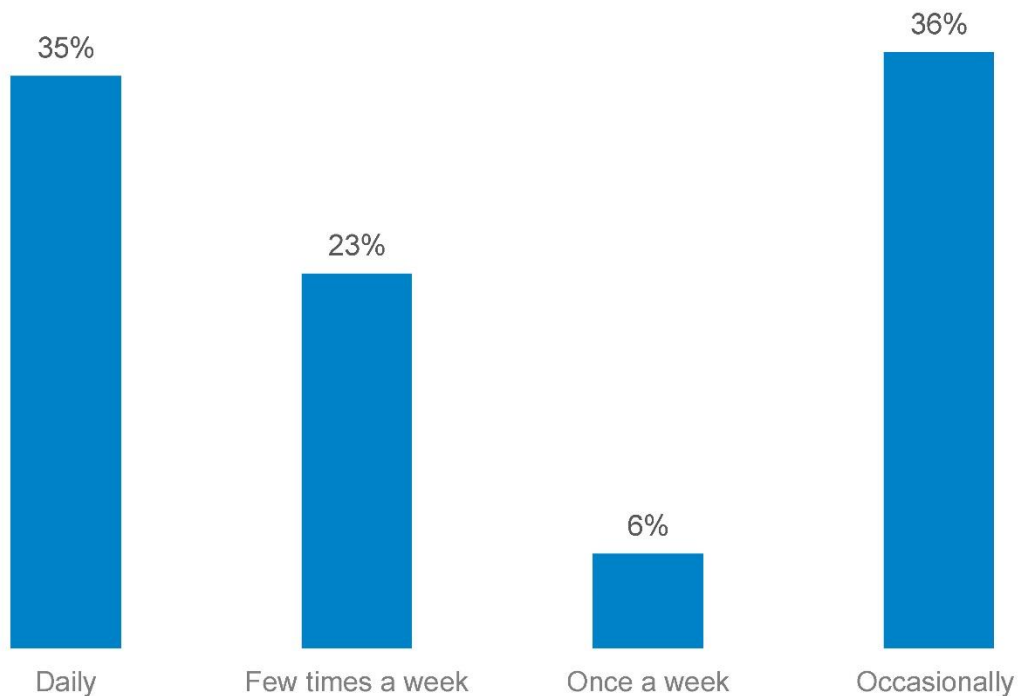
## Survey Respondent Profile

Survey participants were asked several demographic questions to help understand how the results of the survey vary by location, how often Line 3 was used prior to COVID-19, to identify the routes taken by participants, and how participants heard about the survey.

### Use of Line 3 pre-pandemic

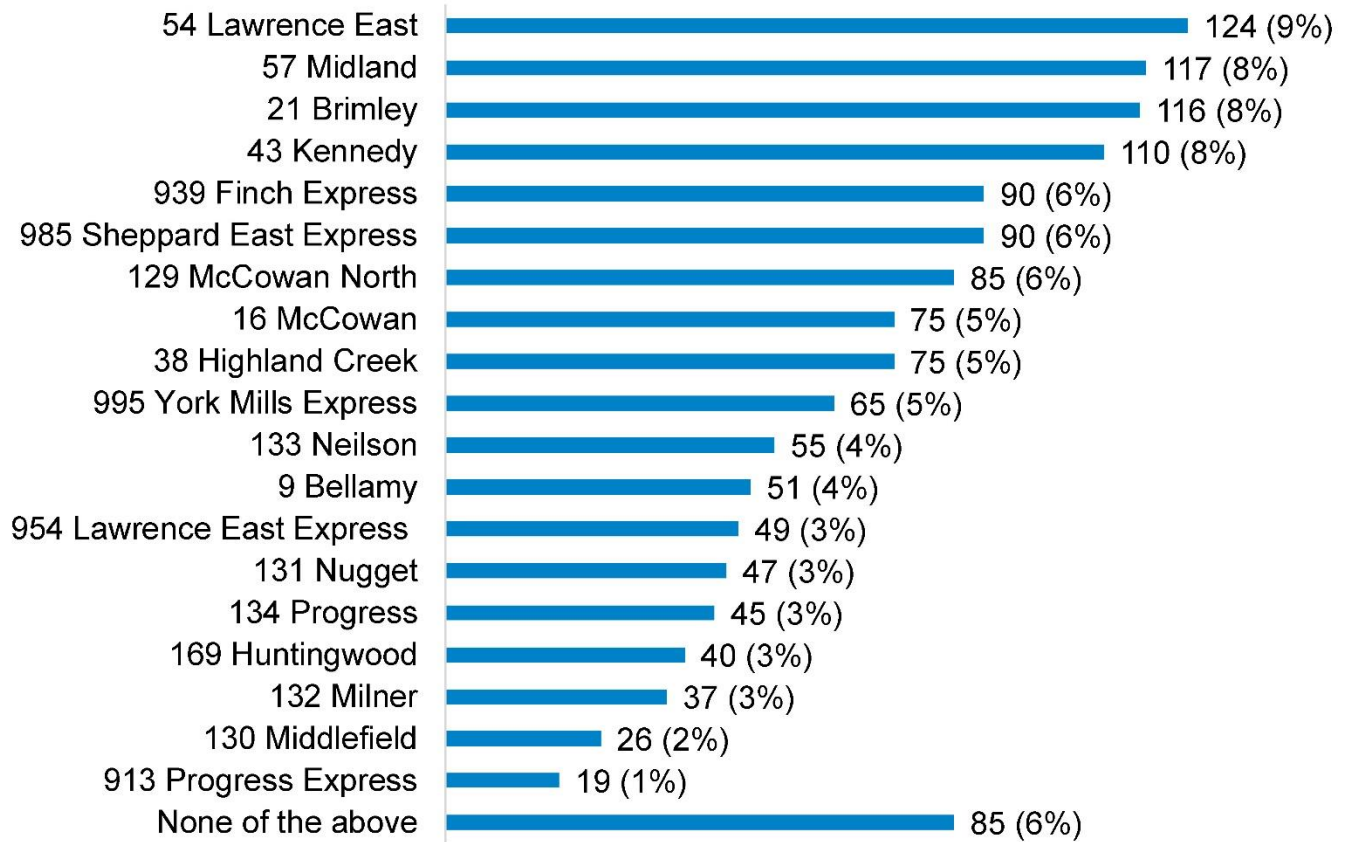
A total of 441 responses were received for this question. 92% said they used Line 3 prior to the COVID-19 pandemic, while 8% said they did not.

Of those who said they've used Line 3 prior to the pandemic, 35% said they used Line 3 daily, 23% said they used it a few times a week, 6% said they used it once a week and 37% said they used it occasionally.



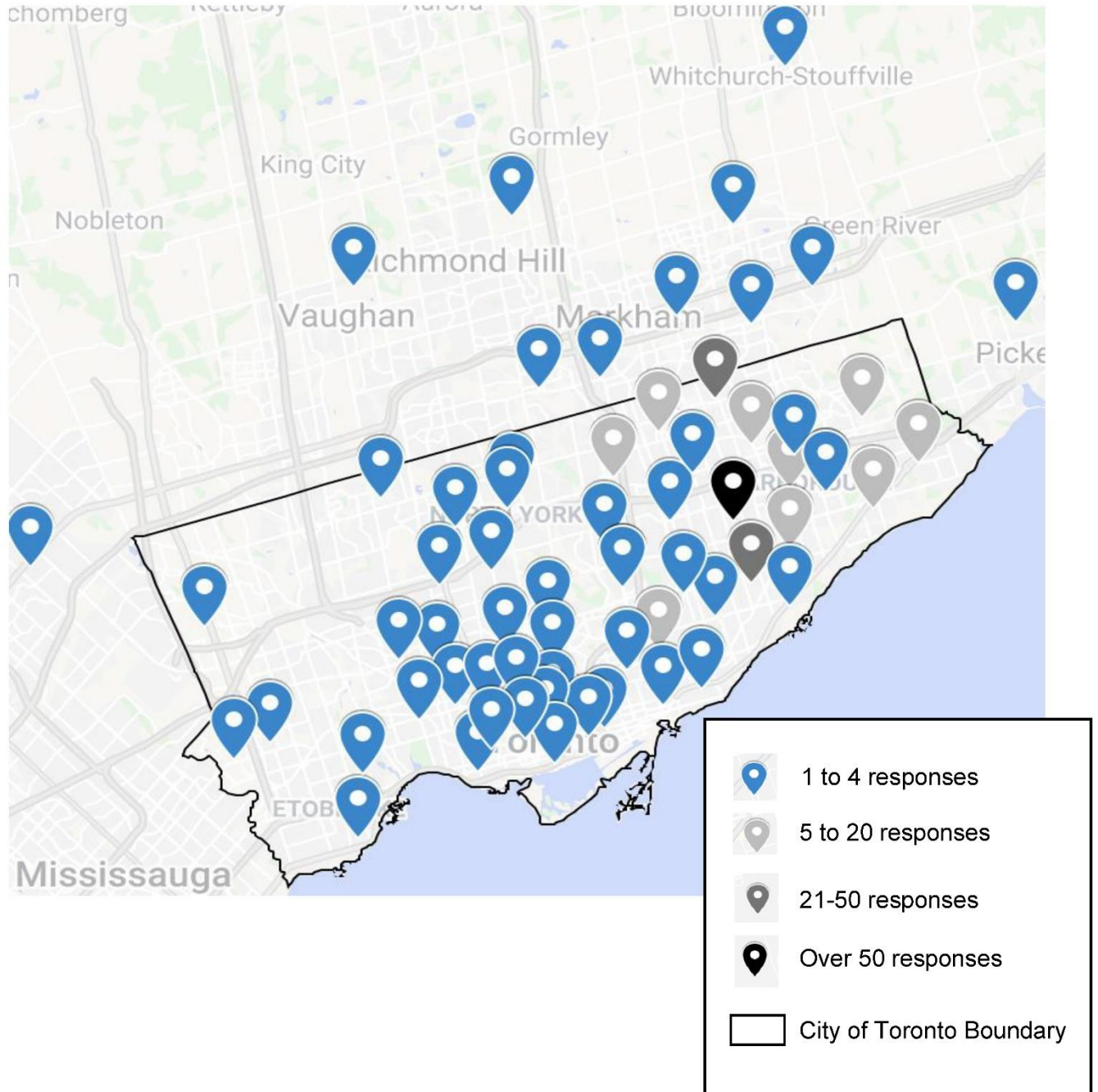
## Bus routes used to connect to/from Line 3 pre-pandemic

1401 responses were received identifying which bus routes participants used prior to the pandemic that connected to/from Line 3. Most participants said they used 54 Lawrence East, followed by 57 Midland, 21 Brimley, and 43 Kennedy. The least identified routes were 132 Milner, 130 Middlefield, and 913 Progress Express. See the chart below for detailed breakdown of the bus routes participants used. Note that participants were able to select all the routes that apply to their travel.



## Location

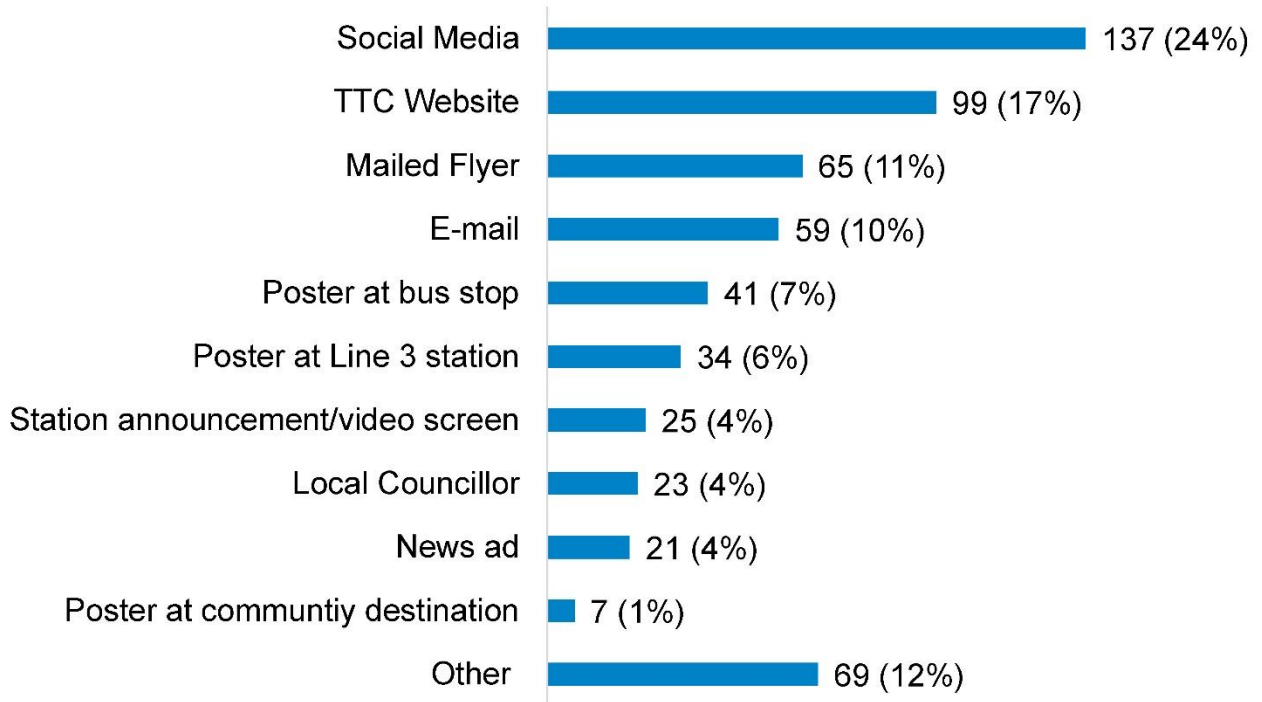
Participants were asked to identify the first three characters of their postal codes. 404 participants provided their postal code. The most identified postal code was M1P (47%), followed by M1K, M1V, and M1B. The map below illustrates all the postal codes received.



## How participants heard about the survey

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The chart below shows a breakdown of how participants heard about the survey. A total of 580 responses were received. Most participants heard about the survey through social media (24%), followed by the TTC website (17%), and the mailed flyer (11%). Note that participants were able to select all that apply.



Other ways participants heard about the survey include:

- A friend or local community member
- Agincourt Community Services Association Food Bank
- Condo management board
- Flyers at TTC stations
- Online (Reddit, Urban Toronto)
- [stevemunro.ca](http://stevemunro.ca)
- TTCriders

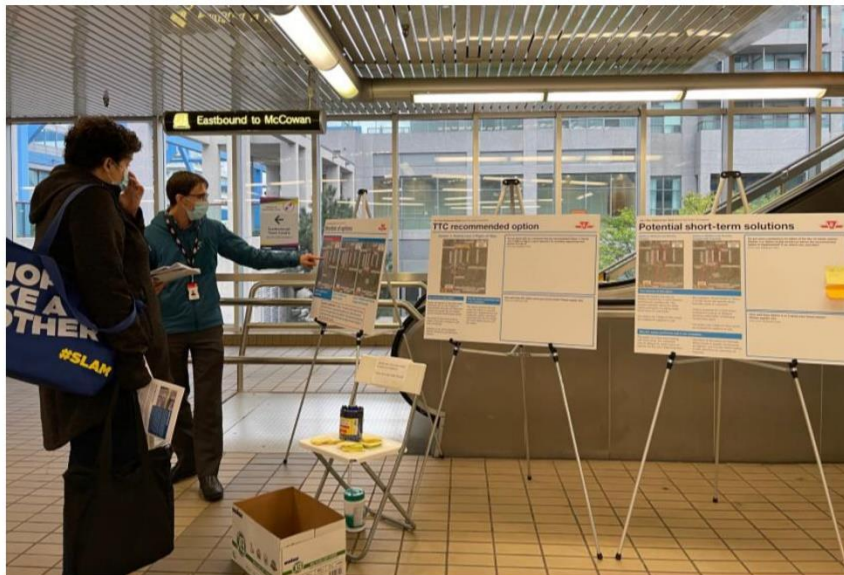
## Line 3 Station Pop-up Feedback

On October 21, 25, and 28, 2021, the TTC hosted six pop-up public consultations at Line 3 stations to share and seek feedback about the bus routing options for Line 3 bus replacement. The pop-up public consultations were held at peak hours at:

1. Kennedy Station (October 21, 2021, 7:30 – 9:30 am)
2. Scarborough Centre Station (October 21, 2021, 3:30 – 5:30 pm)
3. Midland Station (October 25, 2021, 7:30 – 9:30 am)
4. Ellesmere Station (October 25, 2021, 3:30 – 5:30 pm)
5. Lawrence East Station (October 28, 2021, 7:30 – 9:30 am)
6. McCowan Station (October 28, 2021, 3:30 – 5:30 pm)

Information boards about the Line 3 closure and the bus routing options, which also had space for people to provide feedback, were set up. Over 2,000 engagement toolkits, which included similar information and questions as the boards, were mass distributed to TTC customers in English and other languages (Arabic, traditional and simplified Chinese, Spanish, Tagalog, and Tamil). The engagement toolkit included a feedback form that participants could complete and send to the project team via email or mail. Participants were generally asked to provide feedback on the following:

- Feedback about bus routing options
- Other considerations and comments on Line 3 Bus Replacement Study



### General observations

- **The pop-ups have been an opportunity to raise awareness about the Line 3 closure as majority of TTC customers the project team spoke with were not aware that Line 3 will be decommissioned in two years.** Transit riders were generally interested in receiving the engagement toolkit for information and those that stopped to talk were happy that the TTC was at the station providing the update, especially since the closure is two years away. The

pop-ups were also an opportunity to clarify some misinformation about other transit related initiatives like Line 5 Eglinton and Line 2 East Extension.

- **Some did not want Line 3 to close, however, many of those we spoke with after explaining why the line is closing understood the rationale and provided feedback** on the bus routing options presented. Others did not provide feedback on the options but said they generally would like the TTC to provide a replacement service that will get them to the places fast and in the simplest way possible.
- **A few were upset and unhappy that Line 3 is closing.** They said that the Line 3 closure will be a big loss for transit in Scarborough. There were concerns about how the same level of service will be maintained, longer travel times, loss of rapid transit, and congestion. Some were also unhappy that the Line 2 East Extension will be on a different route as Line 3. A few participants refused to provide feedback because they felt that the TTC had already made their decision.
- **A few were very frustrated with transit in Scarborough generally.** They said that this plan won't help workers in Scarborough get to their jobs faster. Others shared the challenges of accessing transit in Scarborough, overcrowding of buses and construction impacts. Some participants reiterated the importance of long-term planning and investments in transit.
- **Pop-ups at Scarborough Centre, Lawrence, and Kennedy Stations were busier with a higher number of engagement toolkits distributed and more participation from transit riders.** There were a few people who visited the Lawrence Station pop-up after receiving the mailed consultation notice only to talk to the project team about the Line 3 Study.
- **Pop-ups at Midland, McCowan, and Ellesmere Stations were relatively quieter with the primary form of interaction being distribution of engagement toolkits,** but there was still conversation with some interested transit riders.

### **Feedback about the Line 3 bus replacement options**

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- **Many participants support Option 1 as the recommended option.** Participants said Option 1 made sense and appeared to offer the most reliable and fast service. They also like that it will be operating on a dedicated bus corridor and reusing the existing Line 3 infrastructure. A participant suggested using Progress Avenue instead of Ellesmere Road for the on-street portion of Option 1 as it may be a faster route with less traffic.
- **If Option 1 is selected, strongly consider implementing a shuttle bus service between Lawrence East and Kennedy Stations during the two-year construction period.** Participants said there are residents living in about 200 residential units next to Lawrence East Station who heavily depend on this station for transit access. If Lawrence East Station closes and Option 2 or 3 is implemented during the two-year construction of Option 1, these residents won't have transit access and will have a very inconvenient way of getting to Kennedy Station.
- **Mixed opinion on adding a new stop at Tara Avenue in Option 1.** One participant said they support adding a stop at Tara Avenue because it will be on dedicated bus lanes, however, another participant does not want a stop added because it will slow down service.

- **Concern about Option 1's two-year construction and possible delays.** Some participants were concerned about Option 1 requiring an estimated 2 years to construct and implement. Others were concerned about construction delays, which could mean riders will have to use on-street bus service longer. They recommended that the TTC look for ways to prevent delays and deliver the project on time.
- **Concern about Option 1's impact on transit riders who use Midland Station.** Option 1 does not serve the transit riders going to Midland Station now. The proposed stop on Brimley would not serve the people going to Midland Station. They said that the proposed route is not where the current Line 3 service stops so why have a stop on Brimley. They strongly suggested adding a stop at Midland (in between Brimley and the Line 3 ROW).
- **Some preferred Option 2 as the interim option.** Some participants preferred Option 2 over Option 3 for being a more direct route and less complicated option than Option 3. They also said that it has fewer turns as more turns means more opportunities for pedestrian collision. A participant recommended using the existing Progress Avenue shuttle bus route if it provides a faster service. However, some were concerned with Option 2 adding traffic on Brimley Road.
- **Some preferred Option 3 as the interim option.** Some participants said they prefer Option 3 because it avoids traffic and construction on Eglinton Avenue East and it provides easier to access Midland and Brimley on Lawrence Avenue and. It also provides more transit coverage because it's passing on Lawrence Avenue. However, some were concerned that this route would be busier because of the routing on Kennedy Road.
- **Prioritize providing a reliable service and efficient replacement of Line 3 regardless of the option selected.** Training of drivers is important as a good bus driver can make the difference between reliable and unreliable service. (i.e., a good driver knows how to "hit all the green lights").
- **Consider including 132 Milner and 954 Lawrence routes** on the list of existing routes that will be extended to Kennedy Station.
- **Consider extending buses to Warden Station instead of Kennedy Station** to reduce traffic and congestion at Kennedy Station. Warden Station is a larger station with a lot of bus bays.

## Other feedback

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- **Provide more information about what will happen to Option 1 after following the completion of Line 2 East Extension.**
- **Support for adding bike infrastructure and allowing use of e-bikes for the adaptive reuse of the Line 3 infrastructure.**
- **Avoid placing bus stops near construction and prioritize safety of TTC customers.**
- **Provide parking at future TTC stations.**





## TTC Line 3 Bus Replacement Study Public Meeting Summary

Tuesday, October 19, 2021

6:30 – 8:30 pm

Meeting held online

### Overview

On Tuesday, October 19, 2021, the TTC hosted a public meeting as part of its second round of consultation on its the Line 3 Bus Replacement Study. Due to the COVID-19 pandemic, the meeting took place virtually.

Approximately 68 participants attended the public meeting, along with staff from the TTC, City Planning, and Swerhun Inc., the third-party facilitation team retained by the TTC to support the consultation process on the Study. The purpose of the meeting was to provide an overview of the Line 3 Bus Replacement and Corridor Adaptive Re-Use Study and to share and discuss the results of TTC's recommended option for replacement bus service.

The meeting included an overview presentation from Eric Chu and Scott Haskill of TTC, followed by plenary questions of clarification and discussion (see Attachment 1 – Meeting Agenda). Ian Malczewski of Swerhun Inc. facilitated the meeting, supported by Khly Lamparero and Ruth Belay, also of Swerhun Inc., who took notes during the meeting. Following the meeting, a brief feedback form was available for participants who joined via the Zoom app or web browser, summarized separately in Attachment 2 – Post-Meeting Feedback Form Summary.

Swerhun Inc. prepared this meeting summary and shared a draft with participants for review before finalizing it. The intent of this summary is to capture the range of feedback shared at the public meeting and post-meeting survey; it is not intended to serve as verbatim transcript.

This summary includes four sections:

- Key themes in feedback shared at the meeting
- Questions of clarification
- Detailed feedback
- Next steps

*During the meeting, a participant changed their screen name to offensive and derogatory comments. The facilitation team removed this participant from the meeting for violating the meeting guidelines around respectful discussion. Both the TTC and Swerhun Inc. acknowledge the impact of discriminatory and offensive remarks and are committed to ensuring the Line 3 engagement process promotes respectful conduct, tolerance, and inclusion and will limit participant renaming in future public meetings.*

## Key themes in the feedback shared at the meeting

The following themes reflect a summary of the feedback received from participants during the meeting. The remainder of this summary provides additional details.

**Overall, participants preferred Option 1 – Hybrid Line 3 Right-of-Way as replacement bus service for Line 3.** Several participants said Option 1 would provide the most reliable service. They also liked the potential for the Line 3 Right-of-Way to continue to be used for transit after the Line 2 East Extension (also referred to as the Scarborough Subway Extension) is completed.

**Mixed feedback on the on-street bus routing options.** More participants preferred Option 2 – Midland and Brimley Couplet, describing the route as more direct and easier to understand option. There was some support for Option 3 – Midland and Brimley Couplet with Kennedy because it avoids traffic on Eglinton Avenue East and uses an alternate route on Kennedy Road.

**Ensure the bus replacement service can deal with large volumes of customers.** Several participants provided suggestions on how to address large volumes of customers, including repurposing existing temporary bus bays at Kennedy Station, extending bus routes to stop at other rapid transit stations (such as Warden and Science Centre Stations), and implementing transit priority measures.

**It's important that replacement bus service is delivered on schedule and on budget.** A few were concerned about the estimated costs of implementing Option 1 – Hybrid Line 3 Right-of-Way and said TTC should prioritize limiting budget overages in implementing replacement bus service.

**Make sure to coordinate with other planned transit and road projects,** including Metrolinx's Durham-Scarborough Bus Rapid Transit project and the City of Toronto's Brimley Road rehabilitation project.

**Interest in better understanding the proposed replacement service options.** Participants asked many questions of clarification, including questions about how much of existing stations will be used for adaptive reuse, where stops would be, which routes would extend service to Kennedy Station, and design of proposed bus replacement routes.

## Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification. *Responses from TTC follow each question.*

### Questions about the replacement bus service

**Will replacement buses stop at every station for Option 1 – Hybrid Line 3 Right-of-Way (including if there are no customers waiting at the stop)?**

*TTC: We expect the replacement buses will operate like an express service – they will stop at major stations but continue on if there is no stop request or customers at the stop.*

**How will the TTC manage the large volume of customers the shutdown of Line 3 is likely to generate?**

*TTC: We will need to run a lot of buses to replace the capacity of trains, at least a bus a minute during peak service hours.*

**For Options 2 and 3, would the buses be going one-way along Midland and Brimley?**

*TTC: Yes, in both options, the replacement bus service would only operate in one direction on those roads (i.e., one way northbound on Midland and one way southbound on Brimley). Customers could use the east-west routes to travel between Midland and Brimley if needed (for example, at Lawrence, customers could use the 54 Lawrence East bus to connect between Brimley and Midland).*

**Will the 954 Lawrence East Express bus go to Kennedy Station, or will it be going to Science Centre Station on Line 5 Eglinton? Is there a potential for these buses to go to other rapid transit options like Line 5 Eglinton or Warden Station?**

*TTC: The 954 Lawrence East Express will go to Science Centre Station when Line 5 opens in 2022. A new branch of the 954 route may go to Kennedy Station when Line 3 closes in order to maintain a high quality connection to Line 2 for customers.*

**Which bus routes will be extended to Kennedy Station from Scarborough Centre Station when Line 3 officially closes?**

*TTC: We plan to extend the busiest bus routes that currently end at Scarborough Centre Station, including the 38 Highland Creek, 129 McCowan, 131 Nugget, 133 Neilson, 134 Progress, and 939 Finch Express, as well as 954 Lawrence East Express and 985 Sheppard East Express.*

## Questions about stations and stops

**What is the plan for relocating GO Transit platforms and maintaining easy transfers between Scarborough Centre Station and GO buses?**

*TTC: GO Transit is studying platform relocation and is exploring two options: the first is locating the platforms somewhere on Town Centre Court, the second is locating them somewhere on Borough Drive. TTC is keeping a close eye on this work and can share more information when relocation plans are confirmed.*

**How much of the station buildings at Ellesmere, Lawrence East, and the upper level of Kennedy Stations will be available for adaptive reuse after the Line 2 East Extension is open?**

*TTC: We don't know the full details of what will happen with the upper level of Kennedy Station. If we implement Option 1 – Hybrid Line 3 Right-of-Way, the entire building at Ellesmere Station could potentially be available (except for the pedestrian underpass). For Lawrence East Station, we are proposing that buses would travel through the station on the trackway, with new stops that built just outside the station building, so most that station building could be available, too.*

**Will the Lawrence East Station be temporarily or permanently closed?**

*TTC: For all options, all the existing station buildings along Line 3 will be closed and customers will not have access to them anymore. Under Option 1, at Lawrence East and Ellesmere stations, buses will serve customers from new on-street stops outside the existing stations.*

**Will there be a GO Train stop from Lawrence East Station to Union Station?**

*TTC: There will be no GO station or stop at Lawrence East Station.*

### What will happen to the parking lot at Ellesmere Station?

*TTC: We plan to maintain the pedestrian tunnel but have not confirmed plans for the parking lot.*

## Other questions about the Line 3 Bus Replacement Study

### Would a High Line-style park not be feasible if TTC select Option 1 – Hybrid Line 3 Right-of-Way?

*TTC: If we proceed with Option 1 – Hybrid Line 3 Right-of-Way, segments east of Ellesmere Station would not be required for transit and could be repurposed for other uses, including a High Line-style park. Once we finalize the service replacement option, the City of Toronto and TTC will conduct a deeper study to explore specific adaptive reuse ideas.*

### Did the TTC consider for purchasing used trains from Vancouver to continue operating the Line 3 trains?

*TTC: Yes, TTC looked at this option and decided that purchasing those trains wasn't the best option from a service and a cost point of view.*

## Other questions about transit planning in Scarborough

### Is there a connection or extension planned from Scarborough Centre Station to Pearson Airport?

*TTC: With the completion of the Line 2 East Extension, Scarborough Centre Station will be directly connected to Kipling Station which has an express bus to Pearson Airport.*

## Detailed feedback

Participants shared their thoughts on the results of TTC's evaluation, particularly about the bus routing options presented. Responses and clarifications provided by TTC are in *italics*.

## Feedback about bus routing options

Overall, **most participants preferred Option 1 – Hybrid Line 3 Right-of-Way**. Participants said this option would offer replacement service that is most comparable to the current Line 3 service. They liked the potential for the Line 3 Right-of-Way to be used for transit after the Line 2 East Extension is completed.

Participants had **mixed opinions on the on-street options**. More preferred Option 2 – Midland and Brimley Couplet, describing the route as a more direct and easier to understand option. There was some support for Option 3 – Midland and Brimley Couplet with Kennedy because it avoids traffic on Eglinton Avenue East and uses an alternate route on Kennedy Road.

## Feedback about stops, stations, and service

Over the course of the meeting, participants shared advice about stops and stations, including suggestions to:

- **include a stop at Midland Avenue and Ellesmere Road** for Option 1 – Hybrid Line 3 Right-of-Way.
- **add a stop at Kennedy Road for the 16 McCowan bus route** travelling to Warden.
- **bypass the stop at Ellesmere Road** and instead run service directly to Progress Avenue, which has less traffic and provides a more direct route to Scarborough Town Centre. *TTC*

said it looked at that option and found that, due to planned construction by the City and Metrolinx at Progress Avenue and the railway, there will not be enough space for the bus replacement routes to run.

- **prioritize expansion of platforms at stations** (to accommodate extra customers), especially at Kennedy and Scarborough Centre Stations. TTC said that, *regardless of the selected option, it needs to expand bus terminal capacity at both Scarborough Centre and Kennedy Stations. TTC is proposing using the GO transit platforms at Scarborough Centre and building a temporary bus terminal in the south parking lot at Kennedy Station.*
- **retain space for parking and passenger pick-up and drop off areas**, especially at Kennedy, Ellesmere, Warden, and Victoria Park Stations (due to a potential influx of people driving to these stations).
- **reuse the temporary bus bays at Kennedy Station** for the bus replacement service. *TTC said it is working with Metrolinx to make use of temporary bus bays, adding that TTC is proposing to build 8 new bus bays at Kennedy Station to support bus service.*
- **expand service on the 903 Kennedy-Scarborough Centre Express bus** to accommodate the extra capacity required to transport passengers between Kennedy and Scarborough Centre Stations.
- **ensure accessibility** by exceeding Accessibility for Ontarians with Disabilities Act (AODA) standards at all stations and stops and by providing on-demand WheelTrans service.

Participants also suggested the TTC **explore ways to provide transit for communities living near existing Line 3 stations** during and after the construction of Line 2 East Extension (since the Line 2 East Extension follow a different route than Line 3). *TTC said that one of the benefits of Option 1 – Hybrid Line 3 Right-of-Way is it has the potential to create a transit corridor that could be used after the Line 2 East Extension is completed, which could provide high-quality transit service for communities around the current Line 3 stations.*

### Feedback about street design

Participants shared advice about street design and specific routes, including suggestions to:

- **integrate RapidTO transit priority** into the design and development of the proposed options. *TTC said it expects to work with the City to deliver transit priority measures for on-street options, even if those options are only used for a year or two before Option 1 – Hybrid Line 3 Right-of-Way is completed. TTC is looking at a whole range of transit priority measures, from dedicated bus lanes, queue jump lanes, and transit priority signals.*
- **add a right-turn lane for vehicles turning from Brimley Road on to Ellesmere Road**, which, for Option 2 and 3, would help reduce traffic congestion.

### Feedback about construction

Some participants shared feedback about construction, saying they were **concerned about impacts from building interim infrastructure on both transit customers and overall traffic**. They suggested TTC prioritize reducing construction delays in implementing replacement bus service. *TTC said that, with Option 1 – Hybrid Line 3 Right-of-Way, the majority of the construction would be off roads, including on the right-of way and at the bus terminals at Kennedy and Scarborough Centre Stations. Having construction take place off-road means fewer impacts to drivers and also provides TTC with more control to manage construction and scheduling.*

## Feedback about costs

Some were **concerned about the cost of the investment** required to run an interim service, especially for Option 1 – Hybrid Line 3 Right-of-Way, saying limiting costs and budget overages should be a priority. They suggested it might be most cost effective to maintain the current trains until the Line 2 East Extension opens. *TTC said that, early in the process of exploring options to maintain service, it investigated keeping the existing trains running and found it would cost hundreds of millions of dollars more to do so. While TTC has not completed a detailed evaluation of the required engineering work to convert Line 3 into a busway, a preliminary estimate for Option 1 is \$57 million (and \$15 million for Options 2 and 3). TTC decided it was preferable to spend less money to shut down the trains and run a good bus service. TTC will start the more detailed engineering work and firm cost estimates in January 2022, after its Board decides on the preferred service concept.*

## Feedback about coordination with other projects

Participants shared advice about coordinating with other projects, including suggestions to:

- **coordinate this bus replacement study with the Durham-Scarborough BRT project**, to: account for additional customers from the Durham-Scarborough BRT and reduce potential traffic impacts from these two projects overlapping. *TTC said that, at the moment, the implementation timelines of the Durham-Scarborough BRT project and the Line 3 bus replacement service do not overlap. TTC will ensure service levels meet ridership needs.*
- **consider having a bus bay for the Durham Region Transit (DRT) 920 bus at the new Line 2 McCowan Station** – the DRT 920 bus currently stops at the Line 3 Ellesmere Station. *TTC said it is working with Durham Region Transit on their 920 route to find a place for them to stop when that station closes.*
- **coordinate with the City on their plans to rehabilitate Brimley Road** to reduce the possibility that replacement bus service will delay rehabilitation. *TTC said it is discussing the rehabilitation and construction plans with the City.*

## Feedback about outreach and engagement

Several participants said it would be very **important to communicate changes with transit customers in Scarborough**, both broadly and those who live closest to Line 3. Participants suggested communicating through different languages and mechanisms (such as pop-ups) since many languages are spoken in Scarborough. Midland Station, for example, serves factory workers who are newcomers, primarily from China. TTC should reach out to these communities in their languages to let them know about the changes, especially after its Board has made a decision. It will also be important to communicate with people who live near the current Line 3 Right-of-Way if it will continue to be used for transit when the Line 2 extension opens.

## Next Steps

Eric Chu and Scott Haskill, thanked participants for their time and feedback, saying they were looking forward to continuing the conversation in other forums as the project progresses. Ian Malczewski, independent facilitator, committed to sharing a draft meeting summary with participants in the coming weeks. He also encouraged everyone to take the online survey and promote it to their networks and described other mechanisms for providing feedback through upcoming pop-ups at Line 3 stations, online survey (available in over 100 languages), and engagement toolkit (available online and in Arabic, Chinese, Spanish, Tagalog, and Tamil hard copies by request).

## Attachment 1 – Meeting Agenda

### **TTC Line 3 Bus Replacement Study Public Meeting**

Tuesday, October 19, 2021

6:30 – 8:30 pm

Meeting held online



#### **Meeting purpose**

To provide an overview of the Line 3 Bus Replacement and Corridor Adaptive Re-Use Study and to share and discuss the results of TTC's recommended option for replacement bus service.

#### **Proposed agenda**

#### **6:30 Land acknowledgement, welcome, introductions, agenda review**

*Ian Malczewski, Facilitator, Swerhun Inc.*

*Eric Chu, Scott Haskill, TTC*

#### **6:45 Evaluation results, short list, and recommended option**

*Eric Chu, TTC*

*Questions of clarification*

#### **7:15 Discussion**

1. To what extent do you agree with our conclusion that the recommended option is a good approach for providing replacement bus service for Line 3?
2. Do you prefer either of the two options that would run before the recommended option is implemented? If so, which one, and why?
3. Is there anything else you'd like the TTC to consider?

#### **8:25 Wrap up and next steps**

#### **8:30 Adjourn**

## Attachment 2 – Post-Meeting Feedback Form Summary

Following the meeting, participants who joined the meeting via a web browser or app were taken to a post-meeting feedback form. A total of 21 responses were received to the following questions:

- Do you agree with TTC's conclusion that the recommended Option 1 – Hybrid Line 3 Right-of-Way is a good approach for providing replacement bus service for Line 3?
- Do you have a preference for either of the two on-street options (Option 2 or Option 3) that would run before the recommended option is implemented?
- Is there anything else you'd like the TTC to consider?

This attachment summarizes feedback shared in the post-meeting feedback form.

### Summary of feedback

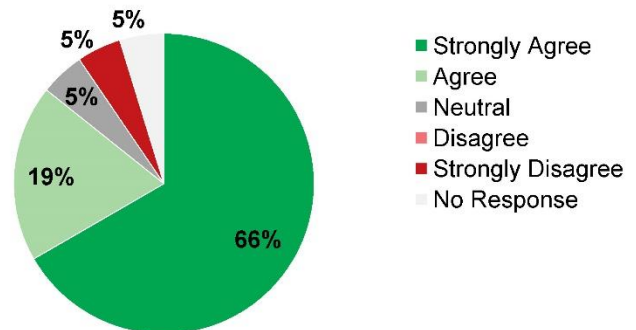
The post-meeting feedback reiterated some of the feedback and concerns shared during the public meeting regarding the legacy use of Option 1 – Hybrid Line 3 Right-of-Way and cost of the Line 3 replacement.

**There was significant support for TTC's recommendation: Option 1 – Hybrid Line 3 Right-of-Way**, with 85% (18) of respondents either strongly agreeing or agreeing (see Figure 1). One respondent was neutral, one strongly disagreed, and one did not provide a response.

Respondents also shared additional feedback about Option 1, including:

- like Option 1's efficient and direct north-south route with no traffic lights, interference from other traffic, avoiding of construction on Kennedy, reuse of existing infrastructure, and potential long-term repurpose even after the Line 2 East Extension opens.
- initial cost concerns with Option 1 addressed. A respondent said that they were initially concerned about the cost of Option 1, but explanation at the meeting clarified that it is actually cheaper than keeping Line 3 running.
- disappointment for the shutdown of Line 3. A respondent said that the decision to shut down Line 3 is unfortunate since they bought a house near Ellesmere Station for the convenience to the station and potential increase to the value of their property. TTC should have informed the public of the shutdown earlier so the community could have a chance to share ideas, opinions, and suggestions.
- question if there will be express bus service provided at all existing Line 3 stations to Kennedy Station.
- suggestion to integrate the Line 2 East Extension with the existing Line 3 route.

Figure 1. Level of agreement with TTC's recommended option, Option 1 – Hybrid Line 3 Right-of-Way

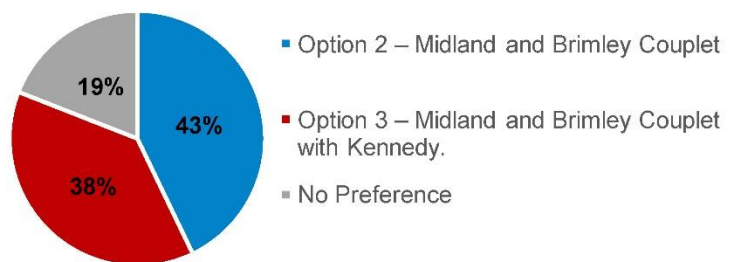




**Respondents had mixed preferences for the on-street options** (Option 2 – Midland and Brimley Couplet and Option 3 – Midland and Brimley Couplet with Kennedy) that would operate before the recommended Option 1 is implemented. There was an almost even split for preference between Options 2 and 3, with 43% (9) preferring Option 2 and 38% (8) respondents preferring Option 3 (see Figure 2). Among those that supported Option 2, participants said they liked this option because Midland is less congested with traffic. Those that supported Option 3 preferred it because it covers and provides service to more residents on this route and could be integrated with future RapidTO plans (including plans for potential transit priority lanes on Ellesmere Rd and Lawrence Ave East).

Some suggested routing buses northbound to Scarborough Centre Station on Midland, then southbound to Kennedy on Brimley – avoiding running both northbound and southbound buses on the same street (which could cause more traffic). Finally, participants shared general concern around traffic and future congestion on Kennedy Road from construction projects.

Figure 2. Preference between the on-street options, Option 2 – Midland and Brimley Couplet and Option 3 – Midland and Brimley Couplet with Kennedy



## Other suggestions

Respondents shared other suggestions for the TTC to consider, including:

- consider future use of the Line 3 infrastructure after the completion of the Line 2 subway extension so it could be integrated during the construction of Option 1 to save money in the long run.
- consider extending the selected Line 3 replacement option east to Centennial College via Progress up to Milner Avenue to increase transit access for Scarborough, especially for students and local businesses.
- look into the noise and environmental impacts of Option 1 – Hybrid Line 3 Right-of-Way on nearby residents.
- during the Option 1 construction, ensure there are TTC information support staff at bus stops to provide in-person assistance to commuters who may have questions about the route changes after Line 3 is shutdown, and after the Option 1 route is ready for bus operation.
- consider extending bus service until 2:30 am for buses coming from Scarborough Centre Station to Kennedy Station.
- consider creating a 16 McCowan branch that goes from Warden Station to Kennedy Station and Scarborough Centre Station.
- consider running express service similar to 903 Kennedy-Scarborough Centre Express on the Line 3 replacement route.



## TTC Line 3 Bus Replacement Study Stakeholder Meeting 2 Summary

Tuesday, October 5, 2021

6:30 – 8:30 pm

Meeting held online

### Overview

On Tuesday, October 5<sup>th</sup>, 2021, the TTC hosted the second of two rounds of stakeholder consultation about the Line 3 Bus Replacement Study. The stakeholder group includes representatives of city-wide and local area-specific organizations with an interest in Scarborough transit and service planning (see Participant List attached). Due to the COVID-19 pandemic, the meeting took place virtually.

Approximately 16 participants attended the stakeholder meeting, along with staff from the TTC, City of Toronto Planning Division and Swerhun Inc., the third-party facilitation team retained by the TTC to support the consultation process on the Study. The purpose of the meeting was to provide an update on the Study and to share and discuss the results of the TTC's evaluation that was informed by feedback received in Round One, including a shortlist of bus routing options and a recommended option, and next steps on the adaptive re-use of the Line 3 corridor and stations.

*Attachments included: Attachment A. Agenda and Attachment B. Participant List*

Swerhun Inc. prepared this meeting summary and shared a draft with participants for review before finalizing it. The intent of this summary is to capture the range of feedback shared at the meeting; it is not intended to serve as verbatim transcript.

This summary includes four sections:

- Key themes in feedback shared at the meeting
- Detailed feedback
  - Feedback about the shortlist of bus routing options
  - Feedback about potential adaptive re-use of Line 3 corridor and stations
  - Other feedback
- Questions of clarification
- Next steps

## Key themes in the feedback shared at the meeting

The following themes reflect a summary of the feedback received from participants during the meeting. The remainder of this summary provides additional details regarding these, and other points participants shared.

- **Strong support for Option 1, Hybrid Line 3 Right-of-Way (ROW), as the recommended option for replacement bus service for Line 3.** Participants liked Option 1 because it uses existing infrastructure dedicated for transit and would allow for a faster and more frequent service.
- **Mixed opinion on the on-street bus routing options (Option 2 – Midland & Brimley Couplet and Option 3 – Midland and Brimley Couplet with Kennedy) that could operate in the interim if Option 1 is chosen as the longer-term bus replacement service.** Several participants prefer Option 2, as it provides a more direct routing between Scarborough Centre Station and Kennedy Station. Others prefer Option 3, because it would avoid construction on Eglinton Avenue East and it would be easier for those travelling on Lawrence Avenue East to go northbound or southbound. Some participants had no preference between the two options and said they would defer to feedback from local transit riders.
- **Consider the impacts of Line 3 bus replacement on traffic, service delivery, and Kennedy Station.** Participants shared general concerns about traffic impact in Scarborough, including congestion because of more buses operating at an already busy Kennedy Station and in the surrounding area when the on-street routes are implemented.
- **Consider the range of implementation suggestions shared,** including staging the implementation of Option 1 to allow for better access to Kennedy Station sooner, strategic implementation of priority bus lanes during rush hours, using spare buses rather than new buses to offset some of the capital cost, operating the Blue Night Bus service on the Line 3 right-of-way, and providing free transfers between TTC buses and GO Transit.
- **Prioritize pedestrian and cyclist safety.** Participants emphasized the importance of planning for safe pathways for pedestrian crossing and walking, as well as crowding, along the Line 3 bus replacement route. Cyclist's safety should also be considered, including ways to incorporate safe cycling lanes on the bus replacement route and connections to active transportation.

## Detailed feedback

Following the presentation, participants shared their thoughts on the results of TTC's evaluation, particularly about the bus routing options presented. Many participants also commended the TTC for a well explained and informative presentation. A detailed summary of participants feedback is listed below. Clarifications provided by TTC at the meeting are in *italics*.

### Feedback about shortlist of bus routing options

- **Strong support for operating the bus replacement service on the Option 1 – Hybrid Line 3 Right-of-Way routing.** Participants identified several reasons for supporting Option 1, including use of an existing infrastructure that would give buses its own right-of-way,

avoid conflict with other vehicles, and more frequent service, which would ultimately make customers' travel time faster.

- **There were mixed opinions on the proposed interim on-street route options that could be used if/when the existing Line 3 infrastructure is retrofitted for bus operation.** Several participants preferred Option 2 as it provides the most direct route between Scarborough Centre Station and Kennedy Station. Other participants preferred Option 3 as it would avoid construction on Eglinton Avenue East. They also said that Option 3 would allow for easier north or southbound travels for customers who are on Lawrence Avenue East. Some participants were indifferent between the two options, and others said they didn't have an opinion and would defer to feedback from local transit riders.
- **Concern about Option 2 and Option 3's traffic impact.** With more buses operating on the street, participants were concerned about increased traffic and congestion on the route the buses will travel as well as the surrounding areas. *Buses will be travelling on one direction on one street (i.e., one way northbound on Midland and one way southbound on Brimley), to spread the buses and minimize congestion as much as possible.*

### Feedback about implementation

- **Ensure transit priority measures implemented will help with traffic congestion and not add to it.** As traffic increases in the city and in Scarborough, make sure to thoroughly look at how to make sure the infrastructure implemented, like priority bus lanes, will make traffic go and not add to congestion.
- **Consider the impacts of Line 3 bus replacement on Kennedy Station.** Some participants raised concerns around congestion that more buses would cause at an already busy Kennedy Station. *As part of this project, we will need to build more bus bays at Scarborough Centre Station and Kennedy Station. At Scarborough Centre Station, there will be new TTC bus bays as GO Transit will vacate their six bus bays at this station. At Kennedy Station, our engineers we will be building another L shaped bus terminal with eight bus bays in the south parking lot. Those bus bays will provide additional capacity required for Kennedy Station, in addition to finding more places for buses to layover. Additionally, we hope that the opening of Line 5 will bring a general reduction in the amount of traffic into Kennedy Station.*
- **Consider staging the implementation of Option 1 Hybrid Line 3 Right-of-Way to allow for better access to Kennedy Station sooner.** Given the challenges of getting into Kennedy Station from the north, a staged implementation of Option 1 through prioritizing the opening the south portion first (i.e. from Lawrence East Station to Kennedy Station) could improve access to Kennedy Station and get the buses off of Eglinton Avenue as soon as possible. The remaining section from Lawrence East Station north to Ellesmere Road could be constructed/opened later. Constructing the entire right-of-way in one go may be the preferred set up, but this could mean a longer wait for Option 1 to open. *We did have the same thought about seeing if it could be staged in a way where we get access to the right-of-way sooner than later. It's something that our engineering folks are reviewing. The early response was that it would probably add complexity, costs, and add time to the schedule if we were to break it up. We hope that they will tell us or give us more information about it so that we can weigh those benefits and early concerns.*

- **If priority bus lanes are implemented on the routes being considered (e.g. Midland and Brimley), consider strategic implementation during rush hours.** For example, operate the bus lane southbound during the morning rush hour, and northbound during the afternoon rush hour to reduce congestion and improve service during peak hours. *TTC and the City Transportation Planning staff are looking at a whole suite of transit priority measures that include things like transporting signaling to get buses straight through, queue jump lanes, or reserved bus lanes. That's the kind of detailed work happening right now with the support of feedback from this process.*
- **Consider using spare buses rather than new buses, at least for some time at the beginning, to offset some of the capital cost for converting the Line 3 Right-of-Way.** If TTC is looking to keep the total capital project cost down, consider using the existing spare buses in the fleet rather than buying new buses for the Line 3 replacement service. *We estimate that we need between 40 and 60 buses to do this service – the higher number is for the on-street options and the lower number is for the Line 3 Right-of-Way option. We have two ways of getting those buses – buying new buses or overhauling our existing fleet. With buying new buses, we've estimated that it would cost about \$85 million, but there'll be some residual value because we only use less than half its life. The other option is to stretch our existing fleet by taking old buses and giving them an overhaul or changing the spares ratio so there's fewer buses available for maintenance. We are committed to looking at both those options as part of the work that will happen this fall. One of those will be recommended in the report to the TTC Board in Q1 2022.*
- **Consider having the proposed Line 3 bus replacement service provide 24-hour service.** *TTC has an overnight "Blue Night" bus network which operates when the regular service is not in service between approximately 1:30 am and 5:30 am.*
- **Explore the possibility of the Blue Night Bus Network using the Line 3 corridor for overnight service.**
- **Connect with Metrolinx to discuss the possibility of having free transfers between TTC buses and GO Transit.** This would be an option for alleviating congestion for people commuting downtown. *Free transfers to GO Transit is something we will continue to explore and discuss with Metrolinx.*

### Feedback about pedestrian and cycling considerations

- **Assess impact on pedestrian safety into the design process and consider hosting a design consultation meeting in the future.** Participants would like to know how the TTC plans to design the on-street level access to stops to see how stops are designed for pedestrian safety and crowding. They said that it is common to see transit riders run for the bus in Scarborough which could present safety issues. Participants would like to be part of future design meetings for pedestrian safety. *We will design with the best modern practices for both LRT corridor which calls for things like chains, fences, railings, good lighting, and protection for customers to see and get across safely. We want to make sure that the streets, lanes, curbs, and stops are all well designed and safe for customers. We are only in the beginning stages of planning the bus replacement service, and the actual design work will take place next year with TTC Board approval. We would appreciate any additional feedback in the future.*

- **Consider cyclist safety in the design of Line 3 bus replacement route.** With the current volume of traffic, cyclists are vulnerable road users, especially since there are no safe northbound and southbound routes. Participants would like to see TTC consider plans for including safe cycling lanes along the bus replacement route. *do not have safe. The TTC and City Transportation will be having conversations about this issue. Buses coexisting with cyclists on the major streets is something that must be considered as part of those detailed traffic engineering discussion.*
- **Consider connections to active transportation network alongside the Line 3 bus replacement route.** Some participants emphasized the importance of including active transportation connections in the design and construction of the Line 3 bus replacement route. Suggestions were shared for doing a pilot project for cycling on bus lanes and expanding the cycle network in Scarborough.

### Feedback about potential adaptive re-use of Line 3 infrastructure

- **Explore ways to preserve all parts of the existing Line 3 corridor and attached assets such as the McCowan Yard.** Consider ways to reuse these areas for surplus storage or other ways to support Line 3 Bus replacement service.

### Process feedback

- **Suggest doing more outreach at stations as that is the best way to get more feedback from transit users.**

### Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification. Responses from TTC are in *italics*.

### Routing options question

- **Why was the east-west portion of the Line 3 right-of-way (between Ellesmere and Scarborough Centre Station) not included in the Option 1 route?** *It was included in the 29 options considered, but it did not fare well in the evaluation because of the complexity of operating on the elevated portion of the right-of-way and the cost. Midland and McCowan Stations are also not accessible, and would not work well for transferring between buses. The benefits of converting that section are relatively small. Running the buses on street on Ellesmere is easier and would not require a lot of changes to run the buses.*
- **Will bus routes, such as the 95 York Mills or 54 Lawrence East, still be able to access Line 3 stations?** *Yes, these bus routes will still have access to the station areas.*

### Infrastructure question

- **Why would implementing Option 1 require two years? If the infrastructure already exists, would it not be possible to expedite the retrofitting process?** *The engineers haven't finished their detailed evaluation of exactly what work would be required to convert Line 3 into a busway. It would also take time to build the larger bus terminal at Kennedy Station and to modify the bus platforms at Scarborough Center Station. All together, we are estimating up to two years but the detailed workplan happens early next year.*

- **Will all the existing station infrastructure need to be completely removed or remain untouched until the City determines adaptive re-use plan?** *Early consideration is that we would remove station elements, but any adaptive re-use plan would be done in coordination with City Planning.*
- **Where will the GO Transit and Durham Region buses be relocated?** *Metrolinx and the City are currently in communication to look for new locations on the streets near Scarborough Centre Station.*
- **Since you will be building new bus bays at Kennedy Station, will the distance to get to the subway from the bus increase?** *The distance you would have to walk from the bus to the subway wouldn't be all that much different. But depending on which bus bay a specific route will stop at the new temporary terminal that we're proposing to build, it could require transit users to walk farther. We will try to strategically arrange the bus bays to make transfers easier.*

### Process question

- **Will there be more consultation, if so, what are they?** *Yes, there are several engagement mechanisms that we will do as part of consulting the public about the shortlist of options presented. There will be an online survey, a virtual public meeting, pop-ups at all Line 3 stations during peak hours, meetings with community cluster groups, focus groups with residents from Neighbourhood Improvement Areas, and sending hard copy materials via mail (available in six different language) by request. We will promote these activities through a range of mechanisms including promotion through TTC platform TVs and station announcements, mailer to 18,000 addresses near Line 3, posters at key community locations, and posters at bus poles, and many more. We would also appreciate you spreading the word to your networks.*

### Next Steps

Eric Chu and Scott Haskill, Manager of Project Development & Coordination and Head of Project Development & Coordination at TTC, thanked participants for their time and for their great feedback. Khly Lamparero, independent facilitator, committed to sharing a summary of the meeting in draft with participants for their review before finalizing to ensure accurate representation of feedback shared at the meeting, as well as the presentation. She reminded participants that any additional feedback could be submitted via email to the facilitation team and would be included in the meeting summary. Khly also encouraged everyone to take the online survey and promote the engagement activities to their networks.

## Attachment 1. Agenda

### TTC Line 3 Bus Replacement Study Stakeholder Meeting (Round One of Two)

Tuesday, October 5, 2021

6:30 – 8:30 pm

Meeting held online



#### Meeting purpose

To provide an update on the Line 3 Bus Replacement and Corridor Adaptive Re-Use Study and to share and discuss the results of the TTC's evaluation, including:

- a shortlist of service options and an emerging preferred option
- next steps on the adaptive re-use of the Line 3 corridor and stations

#### Proposed agenda

#### 6:30 Land acknowledgement, welcome, introductions, agenda review

*Khly Lamparero, Facilitator, Swerhun Inc.  
Eric Chu, Scott Haskill, TTC*

#### 6:45 Evaluation results, short list, and recommended option

*Eric Chu, TTC*

- Background on the Study
- What we heard in Round One
- Evaluation results and short list of options
- Recommended option
- Next steps on adaptive re-use

*Questions of clarification*

#### 7:15 Discussion

1. To what extent do you agree with our conclusion that the emerging preferred option is a good approach for providing replacement bus service for Line 3?
2. Do you have a preference for either of the two on-street options that would run before the preferred option is implemented? If so, which one, and why?
3. Is there anything else you'd like the TTC to consider?

#### 8:25 Wrap up and next steps

#### 8:30 Adjourn



## Attachment 2. Participant List

Listed below are stakeholder groups the TTC invited to participate in the Stakeholder Meeting. Organizations listed in **bold** attended the workshop. Note that some stakeholder groups had more than one representative in attendance and some participants represented multiple organizations.

1LoveMalvern Transportation Working Group	East Scarborough Storefront/Centre for Connected Communities
42 Voices	Fair Fare Coalition (TTCriders Committee)
83 Borough Drive	Family Services
A Voice for Transit	Fieldstone Commons Care Community
Access Alliance/Scarborough Cycles	Glen Andrew Community Association
Advisory Committee on Accessible Transit	Guild Renaissance Group
Agincourt Community Services Association (ACSA)	Guildwood Village Community Association
<b>Agincourt Village Community Association</b>	Heathwood Ratepayers Association
Atlantic Packaging	Highland Creek Community Association
C.D. Farquharson Community Association	Kennedy Road BIA
Canada Correctional Services (2240 Midland Ave)	Kevric Real Estate Corporation Inc.
Canadian Tamil Youth Alliance	Lakeview Homes' Residents
Canadian Urban Institute	Malvern Action for Neighbourhood Change
Canadian Urban Transit Association	Malvern Community Coalition
CANBIKE	Malvern Family Resource Centre
CareFirst	Maytower Condos
<b>Cedar Ridge Community Association</b>	Midland Park Community Association
CEE Centre for Young Black Professionals	Mornelle Court Residents Action Coalition
<b>Centennial College Student Association Inc.</b>	Municipal Transit Solutions
Centennial Community and Recreation Association	North Bendale Community Association
Centre of Immigrant and Community Services	Ontario Coalition Against Poverty
Chinese Cultural Centre of Greater Toronto	Oxford Properties (Scarborough Town Centre)
City Youth Council of Toronto	Pathways Canada
CivicAction	PointA
Cliffrest Scarborough Village SW Residents Association	Polycultural Immigrant & Community Services
CodeRedTO	Real Torontonians Dig Subways
Confederation of Resident and Ratepayer Associations in Toronto (CORRA)	Residents Rising Community Association
Connect Sheppard East	Richmond Park Community Association
ConnectScarborough	Rosewood Taxpayers' Association
Coronation Community Association of West Hill	Rotary Club of Scarborough
Curran Hall Community Association	Ryerson City Building Institute
Cycle Toronto	Scarborough Bluffs Community Association
Dorset Park Neighbourhood Association	Scarborough Business Association
East Scarborough Boys and Girls Club	Scarborough Campus Students' Union
	Scarborough Centre for Healthy Communities
	Scarborough Civic Action Network (SCAN)
	Scarborough Community Garden
	Scarborough Community Renewal Organization (SCRO)
	Scarborough Health Network

Scarborough Neighbourhood Action Plan (SNAP) Committee  
Scarborough Residents Unite  
Scarborough Rosewood Community Association  
**Scarborough Transit Action**  
Scarborough Village Action for Neighbourhood Change  
Scarborough Village Neighbourhood Association  
Scarborough Women's Centre  
School of Cities (UofT)  
Seven Oaks Community Association  
Share the Road Coalition  
Sheppard East Village BIA  
Sheppard Subway Action Coalition  
Social Assistance Coalition of Scarborough  
Social Planning Toronto  
[stevemunro.ca](http://stevemunro.ca)  
TAIBU Community Health Centre  
TESOC Multicultural Settlement Services  
The Centre for Active Transportation  
The City Institute at York University  
The Hub - Mid-Scarborough  
Toronto Aboriginal Support Services Council (TASSC)

Toronto Association of Business Improvement Areas (TABIA)  
Toronto Bicycling Network  
Toronto Catholic District School Board  
Toronto Chinese Business Association  
Toronto District School Board  
Toronto Electric Riders Association (TERA)  
Toronto Foundation  
Toronto Nonprofit Network / Toronto Neighbourhood Centres  
Toronto Parking Authority  
Toronto Region Board of Trade  
**Toronto Youth Cabinet**  
Transcare Community Services  
Transport Action Ontario  
Transportation Equity TO  
Transportation Options  
**TTCriders**  
University of Toronto Faculty Association  
**Walk Toronto**  
West Rouge Community Association  
Wexford Heights BIA  
Woburn Community Residents  
**Woburn Local Planning Table**  
YMCA of Greater Toronto  
YWCA Toronto Employment Centre

# **TTC Line 3 Bus Replacement and Corridor Adaptive Re-use Study North Scarborough Community Cluster Meeting (2 of 2) Summary**

Wednesday, October 20, 2021

9:45 – 10:30 am

Meeting held online

## **Overview**

On Wednesday, October 20, 2021, the TTC participated in a North Scarborough Community Cluster meeting to share and seek feedback about the Line 3 Bus Replacement and Corridor Adaptive Re-use Study (Line 3 Bus Study). This meeting was part of the second of two rounds of engagement with the North Scarborough Community Cluster, organized with City of Toronto's Social Development, Finance & Administration's team leading the cluster.

Over 20 participants attended, along with staff from TTC and Swerhun Inc., the third-party facilitation team retained by the TTC to support the consultation process on the Study. The purpose of the meeting was to provide an update on the project and to share and discuss the results of the TTC technical evaluation, its preferred option for providing replacement bus service, options around interim on-street bus service, and an update on adaptive re-use. See Attachment 1 for the agenda. Eric Chu, Manager of Project Development & Coordination at TTC, shared the presentation and answered questions, while Ian Malczewski and Khly Lamparero of Swerhun Inc. facilitated and took notes.

Swerhun Inc. prepared this meeting summary, sharing a draft with participants for review before finalizing it. The intent of this summary is to capture the range of feedback shared at the meeting; it is not intended to serve as verbatim transcript.

The following page summarizes participants, questions, feedback, and responses from the TTC.

## Summary of the discussion

Participants had both questions and suggestions for the TTC, summarized below. Responses provided by TTC are in *italics*.

- **Will any of these options look or work differently in the winter?** *One of the reasons the TTC identified Option 1 as a preferred option (and not re-using the elevated part of the right-of-way parallel to Ellesmere) is that it was simpler from a snow clearance perspective, wouldn't require specialized equipment, and would work well in all seasons.*
- **How is the TTC thinking about seniors and accessibility as part of these options?** *In all options, the TTC is committed to ensuring stops are accessible and include amenities like shelters and benches. Since some Line 3 stations aren't accessible today, this bus service will be an improvement over existing infrastructure from an accessibility perspective.*
- **Beyond Line 3, what are some of the other transit plans to improve customer experience in Scarborough?** *One of the benefits of the TTC's preferred option is that, after the Line 2 Scarborough Subway Extension opens, TTC will be able to re-use the busway for other transit, like an express bus. The Scarborough Subway extension is adding three stops to Line 2. Separately, Metrolinx is looking at building a Durham-Scarborough Bus Rapid Transit line that will travel from Scarborough Town Centre to Durham region. Also, Line 5 (Eglinton Crosstown) is opening next year, terminating at Kennedy station, and there are plans to extend Line 5 further east, through the University of Toronto Scarborough campus to Malvern, and, in the future, west to Pearson Airport.*
- **How is the TTC thinking about all the feeder routes that go to Scarborough Town Centre?** *The TTC wants all the busy bus routes in Scarborough to extend to Kennedy subway station, including buses that span the northeast part of Scarborough. The TTC wants to make it as convenient as possible to get to Kennedy station.*
- **What strategies is the TTC considering to "manage the pain" of 7 years of an interim condition?** *TTC knows that construction is impactful, which is why it identified an on-street option that avoids construction associated with the extension of the Scarborough subway.*
- **Will the replacement buses run 24 hours?** *From an equity perspective, 24 hour service is important to people who work evenings or overnight. The TTC is committed to, at the minimum, operating the same hours Line 3 operates today, opening around 5:30am and closing around 2:00am. There is other overnight service that runs in this part of the City, but the City would be open to expanding the Line 3 bus replacement service if necessary.*
- **Are the current worker shortages going to impact on this Line 3 replacement service?** *TTC is optimistic that the current worker shortages are a temporary and should be resolved by the time TTC needs to close Line 3 and run replacement service in 2023.*
- **Would any ridership changes affect TTC's ability to proceed with Option 1?** *The TTC is planning replacement service to replace typical Line 3 service. If ridership increases, one of the benefits of buses is the TTC can increase service more easily than it can with trains.*
- **Glad to hear the TTC is thinking so carefully about this.** *Several said they appreciated the effort the TTC had put into the work, saying it has done well with a difficult task.*

## Next Steps

Eric and Ian thanked participants for their feedback, committed to sharing the presentation afterwards, and said that, in the coming weeks, they would share a draft summary of the meeting with participants for review. They also said they would appreciate any help the cluster members were willing to provide the broader public consultation, including getting word out about the pop ups, surveys, toolkits, and other ways to participate. Eric also said that, if the cluster was interested, he could come back to a future cluster meeting to report final results.

## Attachment 1. Agenda

### **TTC Line 3 Bus Replacement Study Meeting with North Scarborough Community Cluster Round Two**

Wednesday, October 20, 2021  
9:30 – 10:30 am  
Meeting held online



#### **Meeting purpose**

To provide an update on the Line 3 Bus Replacement and Corridor Adaptive Re-Use Study and to share and discuss the results of the TTC's evaluation, including:

- a shortlist of service options and a recommended option
- next steps on the adaptive re-use of the Line 3 corridor and stations

#### **Proposed agenda**

##### **9:45 Introductions & agenda review**

*Ian Malczewski, Facilitator, Swerhun Inc.*

##### **9:50 Evaluation results, short list, and recommended option**

*Eric Chu, TTC*

- Background on the Study
- What we heard in Round One
- Evaluation results and short list of options
- Recommended option
- Next steps on adaptive re-use

##### **10:05 Question and discussion**

1. To what extent do you agree with our conclusion that the recommended option is a good approach for providing replacement bus service for Line 3?
2. Do you have a preference for either of the two on-street options that would run before the recommended option is implemented? If so, which one, and why?
3. Is there anything else you'd like the TTC to consider?

##### **10:30 Wrap up**



## **TTC Line 3 Bus Replacement and Corridor Adaptive Re-use Study South Scarborough Community Cluster Meeting (2 of 2) Meeting Summary**

Wednesday, October 13, 2021  
9:15 – 10:00 am  
Meeting held online

### **Overview**

On Wednesday, October 13, 2021, the TTC participated in a South Scarborough Community Cluster meeting to share and seek feedback about the Line 3 Bus Replacement and Corridor Adaptive Re-use Study (Line 3 Bus Study). This meeting was part of the second of two rounds of engagement with the South Scarborough Community Cluster, organized with City of Toronto's Social Development, Finance & Administration's team leading the South cluster.

Approximately 20 participants attended, along with staff from TTC and Swerhun Inc., the third-party facilitation team retained by the TTC to support the consultation process on the Study. The purpose of the meeting was to provide an update on the project and to share and discuss the results of the TTC technical evaluation, its preferred option for providing replacement bus service, options around interim on-street bus service, and an update on adaptive re-use. See Attachment 1 for the agenda. Eric Chu, Manager of Project Development & Coordination at TTC, shared the presentation and answered questions, while Ian Malczewski and Khly Lamparero of Swerhun Inc. facilitated and took notes.

Swerhun Inc. prepared this meeting summary. The intent of this summary is to capture the range of feedback shared at the meeting; it is not intended to serve as verbatim transcript. A draft of this summary was shared with participants for review before it was finalized.

The following page summarizes participants, questions, feedback, and responses from the TTC.

## Summary of the discussion

Participants had both questions and suggestions for the TTC, summarized below. Responses provided by TTC are in *italics*.

- **Would the extension of Route 134 from Scarborough Town Centre to Kennedy have any impact on the frequency of buses servicing Centennial and the University of Toronto Scarborough campus?** The 134 is already crowded – it will be important to make sure any changes to this route do not negatively impact students. *The TTC's intends to only change the route by extending to Kennedy; it is not planning on decreasing its frequency.*
- **The proposed option options looks like it will help Line 3 customers, but it doesn't appear to do much to help TTC customers in the Kingston Galloway area.** Customers there have been long advocating for improvements to the 54 Lawrence East, the 86 Scarborough, and others that have been unreliable. Prices for transit keep going up and unreliable service has had real impacts on residents, many of whom are frustrated with repeatedly asking for improved service and not seeing change. *As part of its 2021 and 2022 Annual Service Plans, the TTC has proposed enhancements to the bus network in this part of Scarborough to provide better service for customers, including the 54 and 86.*
- **Has the TTC looked any further at increasing the time on the 2-hour transfer?** It can take longer than 2 hours to travel across Scarborough, so adding more time would be a big benefit to customers in Scarborough. *TTC has not specifically looked at increasing the 2-hour transfer, but can take another look. If TTC moves forward with Option 1 in the Line 3 Study, many of the trips should be about the same time; TTC is striving to avoid increasing travel time for customers through this Line 3 work.*

## Next Steps

Eric and Ian thanked participants for their feedback, committed to sharing the presentation afterwards, and said that, in the coming weeks, they would share a draft summary of the meeting with participants for review. They also said they would appreciate any help the cluster members were willing to provide the broader public consultation, including getting word out about the pop ups, surveys, toolkits, and other ways to participate.

## Attachment 1. Agenda

### **TTC Line 3 Bus Replacement Study Meeting with South Scarborough Community Cluster Round Two**



Wednesday, October 13, 2021  
9:15 – 10:00 am  
Meeting held online

#### **Meeting purpose**

To provide an update on the Line 3 Bus Replacement and Corridor Adaptive Re-Use Study and to share and discuss the results of the TTC's evaluation, including:

- a shortlist of service options and a recommended option
- next steps on the adaptive re-use of the Line 3 corridor and stations

#### **Proposed agenda**

#### **9:15 Introductions & agenda review**

*Eric Chu, Scott Haskill, TTC  
Ian Malczewski, Facilitator, Swerhun Inc.*

#### **9:20 Evaluation results, short list, and recommended option**

*Eric Chu, TTC*

- Background on the Study
- What we heard in Round One
- Evaluation results and short list of options
- Recommended option
- Next steps on adaptive re-use

#### **9:35 Question and discussion**

1. To what extent do you agree with our conclusion that the recommended option is a good approach for providing replacement bus service for Line 3?
2. Do you have a preference for either of the two on-street options that would run before the recommended option is implemented? If so, which one, and why?
3. Is there anything else you'd like the TTC to consider?

#### **10:00 Wrap up**





## TTC Line 3 Bus Replacement Study Resident Focus Group Summary

Wednesday, October 27, 2021

6:30 – 8:30 pm

Meeting held online

### Overview

On Wednesday, October 27, 2021, the TTC hosted a resident focus group about its Line 3 Bus Replacement Study. Due to the COVID-19 pandemic, the meeting took place virtually.

This focus group, part of the TTC's second round of public and stakeholder engagement on the Line 3 Bus Replacement Study, was one of several ways the TTC worked to bring an equity lens to its engagement process by consulting with customers who live, work, or study in Scarborough and rely on Line 3. Recruitment of participants for the focus group was done in collaboration with the City of Toronto's Social Development and Finance Administration (SDFA) Division. To help recruit focus group participants, SDFA staff emailed community members in North and South Scarborough, asking anyone interested in participating to complete a brief online form. To support these residents' participation, TTC offered a pre-loaded PRESTO card with \$50 value.

In selecting participants, TTC, SDFA and Swerhun Inc (the facilitation team supporting the TTC's public and stakeholder engagement for the Line 3 Study) prioritized inviting interested community members that identified as:

- using Line 3 (either before or during COVID-19) and live, work, or study in Scarborough
- being a resident member of one of the two Scarborough Neighbourhood Planning Tables or a Local Champion
- having participated in another City of Toronto program, such as Partnership-Opportunities-Legacy program, a Neighbourhood Grants program, or a Toronto Strong Neighbourhood Strategy activity
- not belonging to another stakeholder group engaged in this process

Scott Haskill and Eric Chu of TTC shared the presentation and responded to questions, and Khly Lamparero of Swerhun Inc. facilitated and took notes during the discussion. See Attachment 2 for the meeting agenda.

Swerhun Inc. prepared this focus group summary, sharing a draft with participants for review before finalizing it. The intent of this summary is to capture the range of feedback shared at the meeting; it is not intended to serve as verbatim transcript.

This summary includes three sections:

- Key themes in feedback shared at the meeting
- Detailed feedback
- Next steps

## Key themes in the feedback shared at the meeting

The following themes reflect a summary of the feedback received from participants during the focus group. The remainder of this summary provides additional details regarding these, and other points participants shared.

- **Need to ensure that replacement service is safe, comfortable, and reliable for Scarborough TTC customers.** Many said the TTC needs to provide high quality bus shelters, ensure that customers can easily get between the stop and vehicle (especially in winter), and consider the safety of its customers (especially seniors and children) when planning for the replacement bus service.
- **Overall preference for Option 1 Hybrid Line 3 Right-of-Way to provide replacement bus service.** Participants generally agreed with the TTC's conclusion that using the Line 3 Right-of-Way would be the best option for providing replacement bus service, saying it would be the closest to existing service, provide the fastest and most reliable trip, and would be easiest for customers to understand.
- **Communicating with customers about changes will be essential.** TTC should learn from the installation of the RapidTO priority bus lanes (red lanes) on Eglinton Avenue East, where people were surprised and upset when TTC removed some stops. TTC needs to make efforts to let people know about these changes in advance, including by offering information in different languages and communicating through community networks.

## Detailed feedback

Participants shared questions and feedback about the TTC's Line 3 Study and transit service in Scarborough more broadly.

### Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification. Responses from TTC follow the questions.

#### *Questions about the Options and Line 3 replacement service*

**For Option 1, would TTC be building ramps and driveways to get the buses on and off the right-of-way and to the stops? And will the stops be accessible?**

*Scott Haskill (SH): Yes, TTC engineers will work out how to best remove all the rails and electrical equipment and build driveways so that buses can get on and off the right-of-way to serve stops. All TTC buses are accessible, and the new bus stops will be designed to be accessible, too. Since the current Line 3 stations are not accessible, one of the benefits of the replacement bus service will be providing more accessible service than customers have today.*

**Do Options 2 and 3 have the same travel time?**

*Eric Chu (EC): Option 3, Midland and Brimley Couplet with Kennedy, would likely be a little faster than Option 2, Midland and Brimely Couplet, saving about 5 minutes each way.*

**What would the frequency of the bus service be? Will it be different between current service during on-peak (rush hour), off-peak, and weekends?**

*EC: The planned on-peak bus service would be about a bus a minute. Off-peak might be less, but not much; we want to make sure we're providing the same capacity as the trains, not less. Replacement buses would operate at the same times as the current Line 3 service.*

**What kind of buses are you planning to run for the replacement service, short or long?**

*SH: We will design the service so that it can run all types of TTC buses, including both standard and articulated (long) buses.*

**Are you thinking about using red bus lanes as part of the Line 3 bus replacement service, similar to what's on Eglinton Avenue East?**

*SH: They are being considered, but in our early review we don't think we need red lanes on Midland or Brimley – we think we can get enough benefit from things like queue jump lanes. Plus, there are a lot of driveways on both streets, which makes red lanes less useful in terms of helping buses move quickly.*

**Are you thinking about the potential adaptive re-use of McCowan Yard?**

*EC: Right now, we are thinking TTC would retain ownership of McCowan Yard. If we do, it could be a garage or office – we're not currently seeing it as a property that would be turned over to the City for adaptive re-use.*

**What is the planned opening date for the replacement bus service?**

*SH: We're not sure about the exact date yet, but our current planning is for Fall 2023.*

**Are you considering WheelTrans in the design of the route, and would you let WheelTrans use it? If yes, would WheelTrans use of the Line 3 Right-of-Way influence overall reliability?**

*SH: Yes, we are considering WheelTrans, and they would be able to use the Line 3 Right-of-Way. Their use of the right-of-way should not affect overall reliability since TTC typically provides enough space for them in route planning. There will also be enough room for them at bus stops separate from the regular buses.*

**How have you thought about winter? Line 3 currently shuts down a lot in the winter.**

*SH: We know that one of the challenges with Line 3 today is that it's not very reliable in winter. We think the bus service will likely be more reliable than the trains in winter. TTC route and stops receive priority snow clearing from the City in winter.*

**Will all the stops have bus shelters?**

*SH: Yes, all the replacement bus stops will have a shelter.*

**How have you considered safety, especially for seniors and children (both for the construction period and when the new service is running)? Snow has been a big safety issue since people have to climb snow banks to get between the stop and the bus after snow plows.**

*SH: For the construction period, TTC puts safety requirements into our contracts to ensure that any construction sites are managed with safety in mind. For the operation of the service, TTC will make all stops accessible and add much larger pads around them than before, which should create more space for snow storage. The City is responsible for snow clearing, so if you see large snow banks that are a safety problem, call 311 – the City is responsive to those types of calls.*

### **Questions about bus shelters and transit in Scarborough more generally**

**Shelters have been removed without notice in parts of Scarborough (such as Midland and in Kingston-Galloway-Orton Park), but haven't been replaced yet, which affects customer comfort and safety, especially in rain and snow. When will the TTC replace these shelters?**

*SH: When a bus shelter is removed to accommodate construction, it is supposed to be replaced when that construction is done. We will look into these areas to find out when the shelters will be replaced.*

**Some bus stops have new shelters that are worse than the previous ones since they have a roof, but no sides. What is the reasoning behind that?**

*SH: The City changed its accessibility standards to ensure there's enough room for someone in a mobility device like a wheelchair. In places where you see a bus shelter that only has a roof, it's likely because the City has determined that a bus shelter with sides would create a barrier to a person using a mobility device.*

**Will you be bringing Next Vehicle Information signs to stops in Scarborough? In some places, Next Vehicle Information signs have been removed and not replaced as part of relocating bus shelters – including one stop where people have put a petition on the new shelter asking that the Next Vehicle Information sign be put back.**

*SH: We don't currently have a plan to install any more Next Vehicle Information signs because we do not have dedicated budget to expand this system. If a bus shelter that has Next Vehicle Information signs has been moved, the sign should be replaced at the new location unless there are significant challenges with getting power to the signs at the new location.*

**Why are the buses that drive in the red lanes on Eglinton Avenue East allowed to leave the red lane and mix with regular traffic? It doesn't seem fair that drivers are fined if they go in the bus lane but buses can go into drivers' lane without consequence.**

*SH: If you see a bus leave the red lanes, it's probably to pass a bus in front of them, such as an express bus passing local service.*

### **Feedback about preferred route options and service**

Over the course of the focus group, participants shared their thoughts on which of the three replacement service options they liked and shared more general routing advice. For the three options:

- **Many participants agreed with the TTC's conclusion the Option 1 – Hybrid Line 3 Right-of-Way was the best option**, saying it is closest to the existing service in terms of routing and travel time, would be most convenient and simple for customers to

understand, makes good use of investment on existing infrastructure, and reflects a common-sense solution.

- **Participants had mixed opinions about the two on-street options.** Several liked Option 2, saying it would be more reliable, save time, and have fewer conflicts with other, existing bus routes. Others preferred Option 3, saying Midland Avenue and Brimley Road might not have enough capacity to handle the added buses, especially in winter, so routing buses off those streets as proposed in Option 3 could be better both buses and other road users.

Whatever option TTC chooses, participants said it would be important to provide service that is at least as frequent as today and 24-hour service, especially since many people work night jobs and use TTC to commute. *Eric said TTC has Blue Night service on Kennedy, Lawrence, and Ellesmere which operates when the regular service is not in service between approximately 1:30 am and 5:30 am, and that TTC will continue to look at ways to make changes to make sure service is useful and convenient for customers.*

### Feedback about bus shelters

Participants shared feedback about the importance of bus shelters — both for Line 3 specifically and for TTC customers in Scarborough more broadly.

For the Line 3 bus replacement service, they said **TTC should make sure to provide good quality bus shelters**, including shelters that: are heated (like the WheelTrans shelter at Thorncliffe and Overlea); are bigger, large enough to accommodate many passengers and allow them to stay physically distant; have sides to protect people from wind; and have snow cleared regularly so it's safe to go between the shelter and the bus.

### Feedback about safety

Participants said TTC needs to consider customer safety as part of the replacement service, with some saying safety should be a top priority. They suggested a number of ways to prioritize safety, including:

- **Better coordinating connecting routes**, especially at major intersections. At Eglinton Avenue and Don Mills Road, for example, if you have to connect to a bus, you have to cross several major streets. Since missing a transfer can mean a 30- to 40-minute wait for the next bus, some people run across the streets, which isn't safe, especially for seniors and children. *Scott said TTC strives to locate its stops at intersections with lights so that people do not have to cross busy streets without the protection of a traffic light. TTC is aiming to provide good connections at Line 3 stops so that transfers could happen in the stations, meaning customers would only have to walk across the station platform instead of crossing streets.*
- **Providing good snow clearance at bus stops** so that customer don't have to "climb Mount Everest" and risk slipping and falling to get between the bus and stop.

### Feedback about communications and engagement

Several participants said they appreciated that the TTC was hosting this focus groups, getting customer feedback, and updating customers about changes well in advance. They said a process like this would have been helpful before the changes on Eglinton Avenue East, which they said surprised and upset many people, especially those that lost their local bus stops. They said the shutdown of Line 3 will likely be seen by many as another bad change imposed by TTC

on Scarborough customers, so it's important TTC do as much as possible to communicate in advance, including:

- Using the graphic that showed the travel time for a sample trip from Malvern to Kennedy Station, since that type of information helps people understand the changes and make decisions.
- Focus on communicating with people in apartments, like at Markham Road and Ellesmere Road, since many there take transit.
- Provide information in languages spoken in these communities, including Gujarati, Tamil, Urdu, Somali, and others.
- Use existing networks, like the Local Champions network, to help get the word out.
- Share information regularly on the TTC's website and social media, and particularly, by putting up posters at bus stops.

### Other feedback

Participants shared other advice about the Line 3 Study, including:

- Support for running buses above ground rather than underground, saying underground tunnels are more dangerous due to climate change-related flooding.
- Consider adding WiFi to all Line 3 replacement buses and stops.
- If and when any infrastructure is no longer needed (like parking lots), make sure those lands are turned into public uses and benefits, like affordable housing.

### Next Steps

Eric and Scott thanked participants for their time and for their feedback. Khly committed to sharing a summary of the meeting in draft with participants for their review before finalizing to ensure accurate representation of feedback shared at the meeting, as well as the presentation. She also encouraged everyone to take the online survey and promote it to their networks and described other mechanisms for providing feedback through upcoming pop-ups at Line 3 stations, translated toolkit and survey (available in Arabic, Chinese, Spanish, Tagalog and Tamil) in both hard copy and online formats by request.

## Attachment 1. Agenda

### **TTC Line 3 Bus Replacement Study Public Meeting**

Wednesday, October 27, 2021  
6:30 – 8:30 pm  
Meeting held online



#### **Meeting purpose**

To provide an overview of the Line 3 Bus Replacement and Corridor Adaptive Re-Use Study and to share and discuss the results of TTC's recommended option for replacement bus service.

#### **Proposed agenda**

**6:30 Land acknowledgement, welcome, introductions, agenda review**

*Khly Lamparero, Facilitator, Swerhun Inc.  
Eric Chu, Scott Haskill, TTC*

**6:45 Evaluation results, short list, and recommended option**

*Eric Chu, TTC*

*Questions of clarification*

**7:15 Discussion**

1. To what extent do you agree with our conclusion that the recommended option is a good approach for providing replacement bus service for Line 3?
2. Do you prefer either of the two options that would run before the recommended option is implemented? If so, which one, and why?
3. Is there anything else you'd like the TTC to consider?

**8:25 Wrap up and next steps**

**8:30 Adjourn**