



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 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.

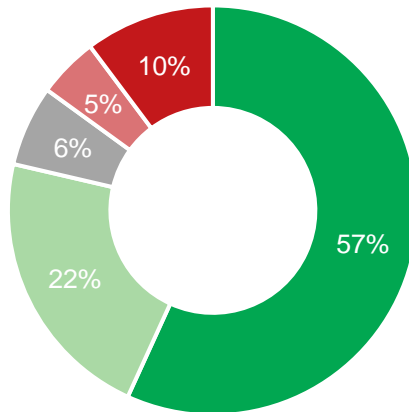
Feedback on Shortlist of Options

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:

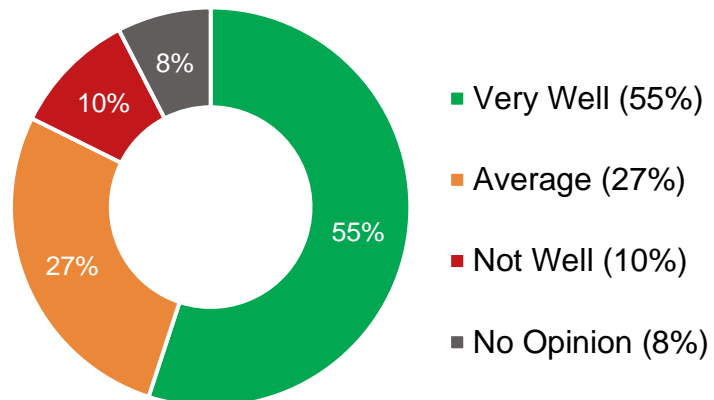
- Option 1 seems like a good option for Line 3 replacement, but participants are not happy with the closing of Line 3.
- Option 1 is costly and would take time to build but is helpful until Line 2 East Extension is complete.

How well Option 1 serves participants' travel needs

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.

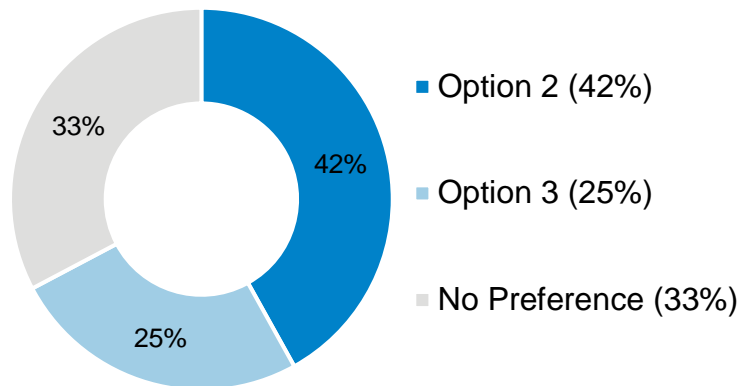
Preference between the on-street options:

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

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:

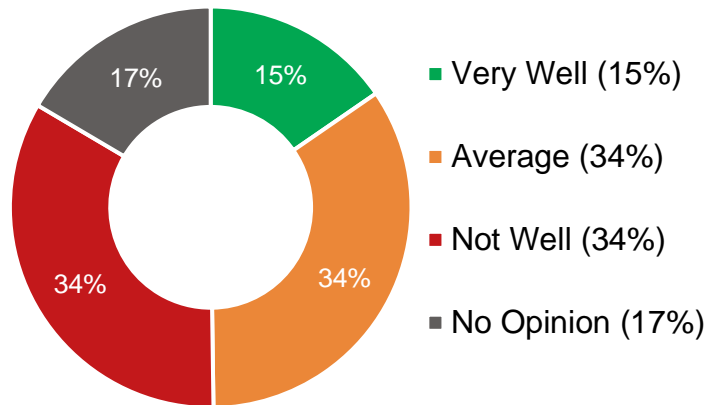
- **Option 3 avoids construction at Eglinton.** Avoiding Eglinton Avenue and construction for the Line 2 East Extension would allow for faster travel times as the route is unburdened by Eglinton construction. Participants said anything that avoids conflict with Eglinton construction is the best option.
- **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

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:

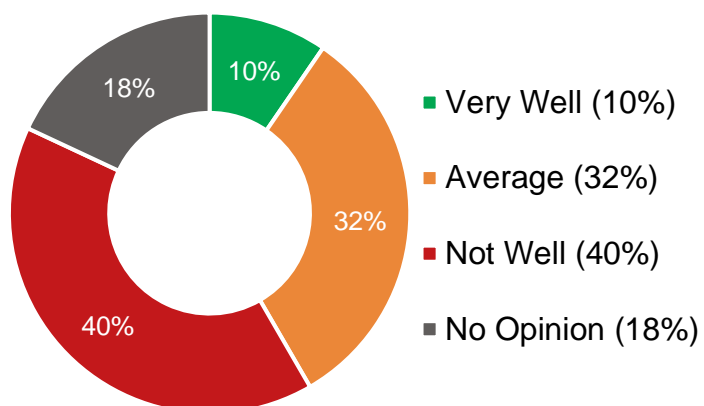
- there are concerns that construction on Eglinton Avenue and Kennedy Station will impact travel times,
- some participants don't have direct access to stops and will have to walk further to catch buses on Midland and Ellesmere,
- it will create longer travel times because there aren't priority bus lanes,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

How well Option 3 serves participants' travel needs

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.

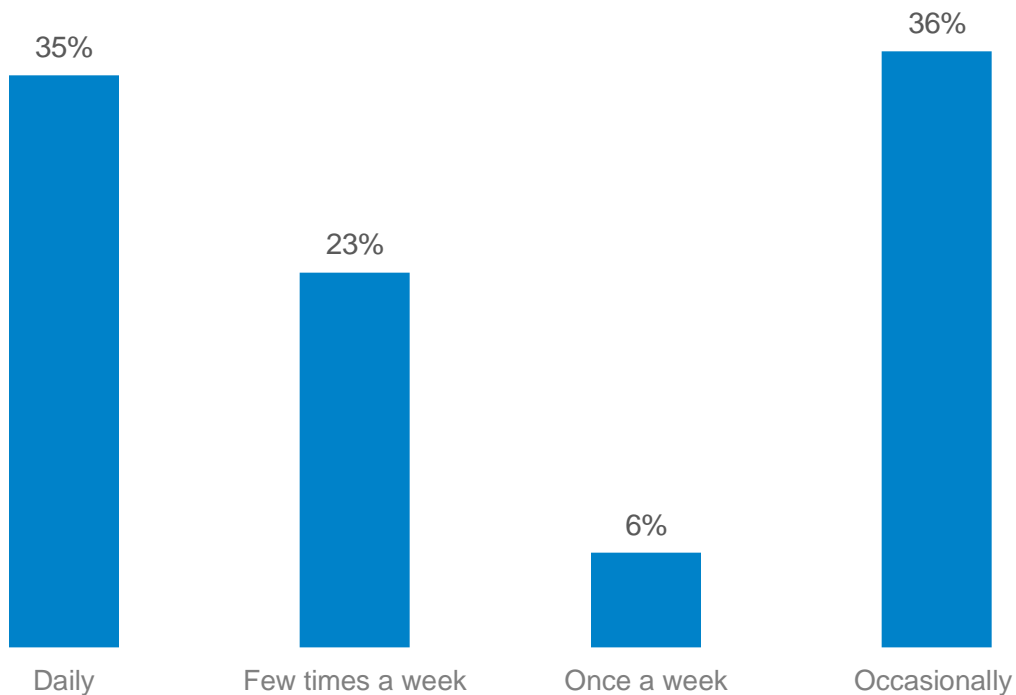
Survey Respondent Profile

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

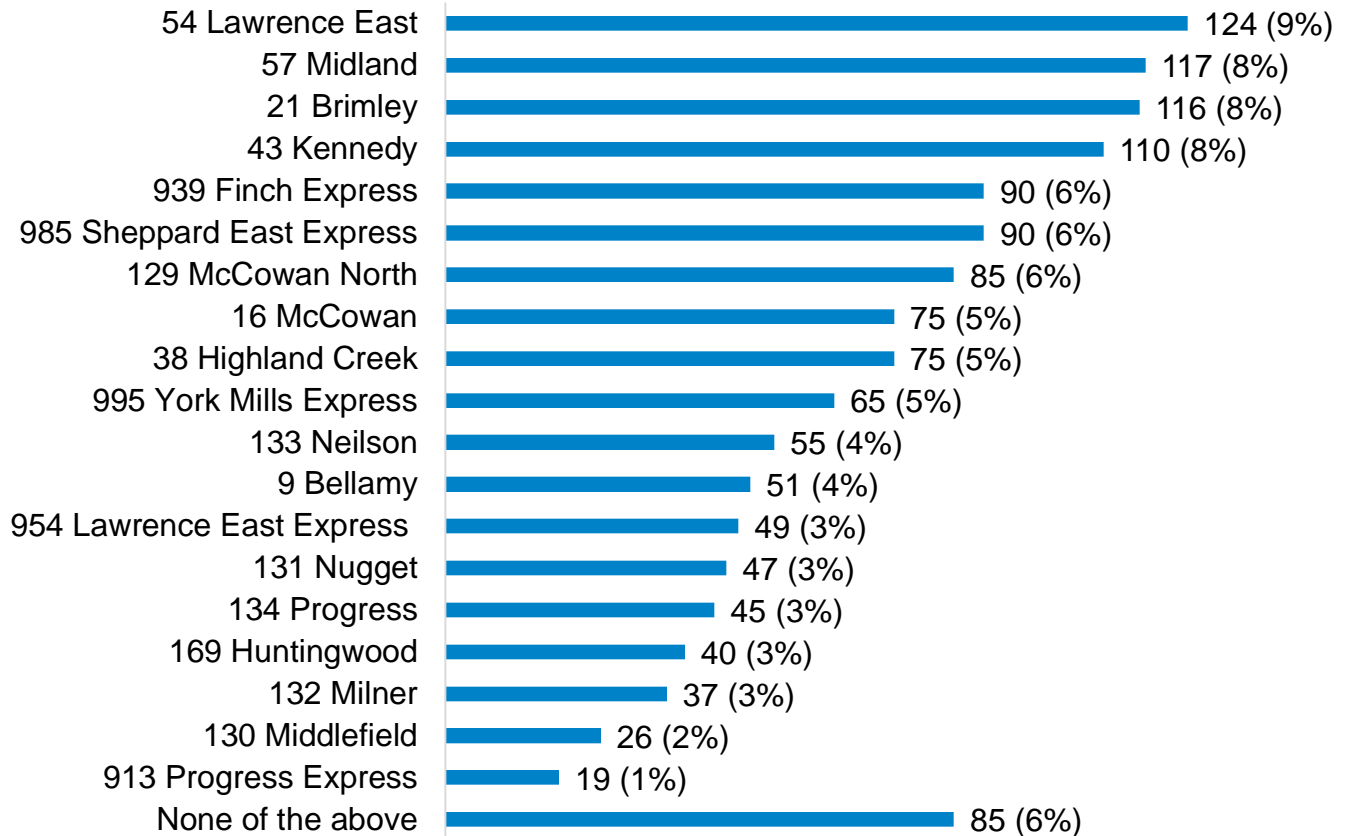
A total of 441 responses were received for this question. 92% said they used Line 3 prior to the COVID-19 pandemic, while 8% said they did not.

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.



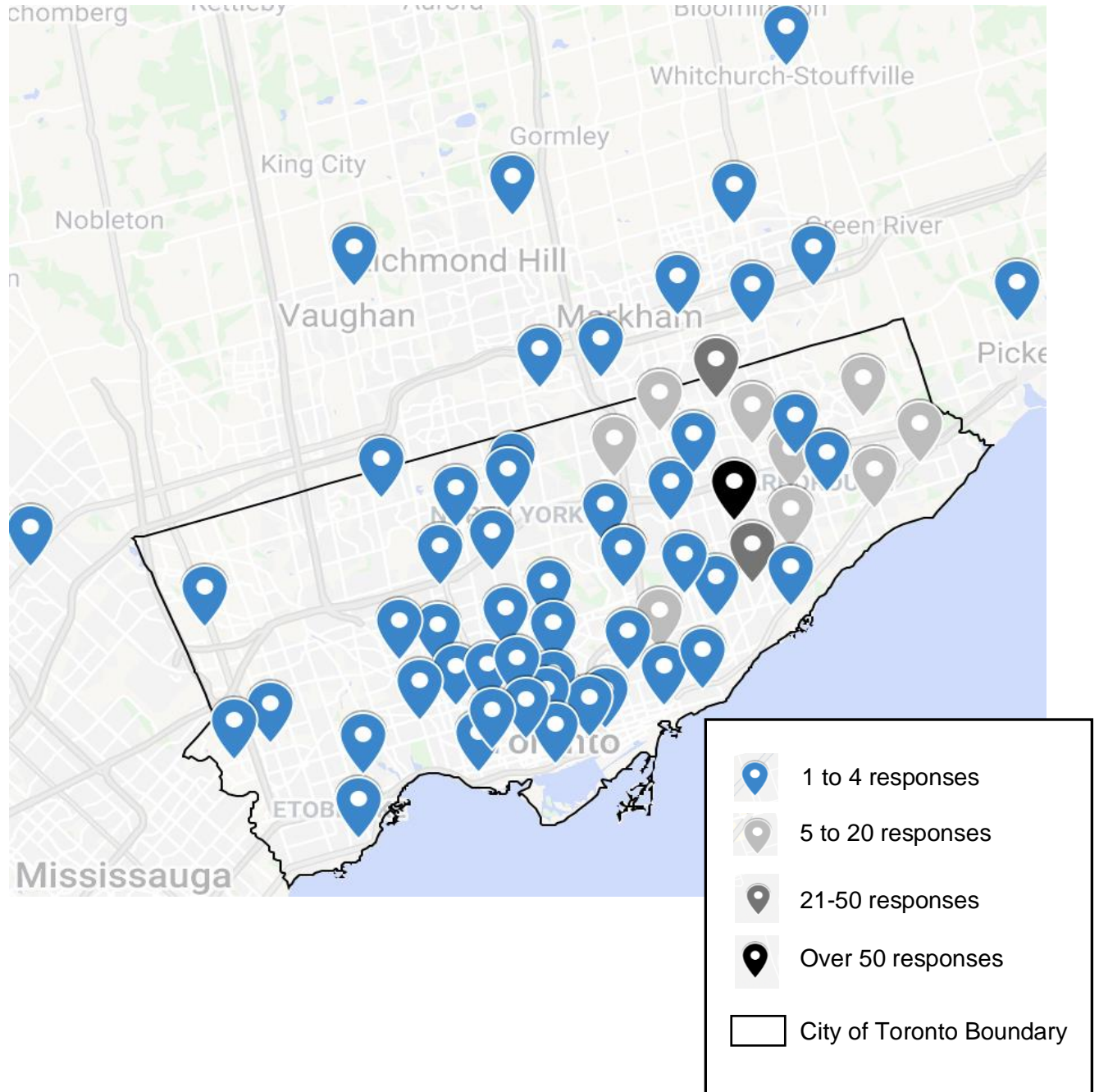
Bus routes used to connect to/from Line 3 pre-pandemic

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.



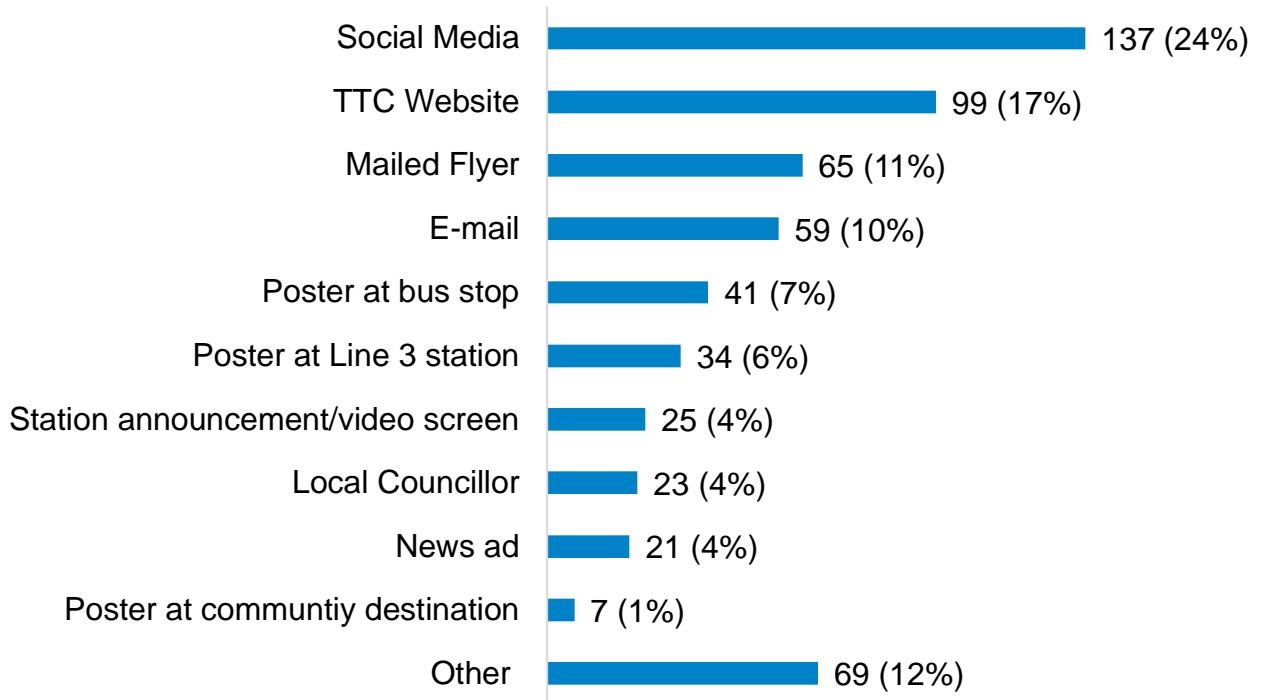
Location

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

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
- TTCriders

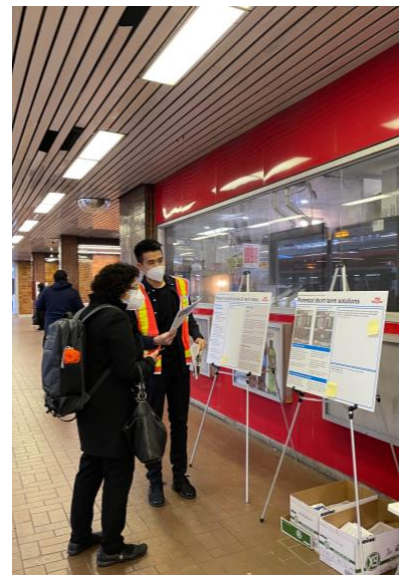
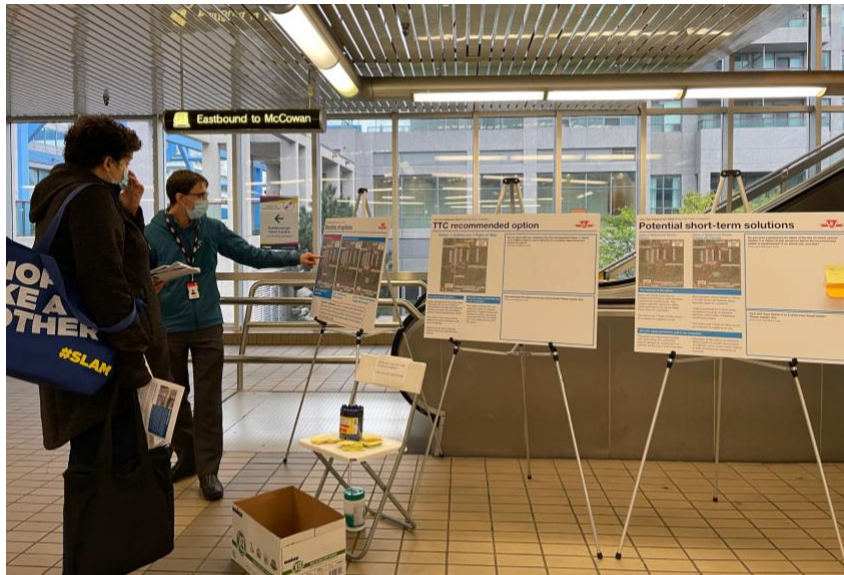
Line 3 Station Pop-up Feedback

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

- **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

- **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.**