



TTC Line 3 Bus Replacement and Corridor Adaptive Re-use Study North Scarborough Community Cluster Meeting Summary

Wednesday, July 14, 2021
9:45 – 10:30 am
Meeting held online

Overview

On Wednesday, July 14th, 2021, the TTC participated in the 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 organized with the support of the City of Toronto's Social Development, Finance & Administration's team leading the North Scarborough Community Cluster.

Over 32 participants attended the meeting, 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 overview of the project and to share and discuss routing and corridor options to extend bus service from Scarborough Centre Station to Kennedy Station, a proposed evaluation framework, and adaptive re-use of the Line 3 corridor and station. See Attachment 1 for the agenda.

Swerhun Inc. prepared this meeting summary. A draft of the summary was subject to participant review before being finalized. 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 TTC will also post the final summary on the [project website](#), along with summaries from other engagement activities.

This summary includes four sections:

- Key themes in feedback shared at the meeting
- Detailed 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.

A lot of questions and concerns about the ability of the replacement bus service and existing station infrastructures to accommodate the service demand and provide an effective service. The permanent shut down of Line 3 has a significant impact to Scarborough residents' travel. The top concerns were additional travel time, longer wait times, and less seamless service as the rapid transit (RT) will be replaced by buses that could operate on already busy streets dominated by car traffic. Existing transit terminals are already very busy and additional bus traffic would make it even busier.

Ensure the plan is developed through a comprehensive engagement process that hears feedback from those who will be significantly impacted by the service change. It is important to hear from Scarborough transit riders who relies heavily on public transit to get around, particularly those who access social service assistance and those who live in northeast and southeast Scarborough where transit options are limited and service can be irregular.

Better understanding of the decision-making process. Participants wanted to have a better sense of what type of service will be implemented and what the future could look like for Scarborough's transit. Although the final decision relies on the TTC Board, participants wanted to know what considerations will carry more weight when deciding which route options to pursue.

Explore how existing GO Transit service could be leveraged and supplement TTC service. There are several GO Transit stations across Scarborough that could be used to connect transit riders to destinations, faster. These connections should be seamless, accessible, and affordable for TTC transit riders.

Detailed feedback

Participants shared their thoughts on the emerging ideas and options about the Study. Clarifications provided by TTC at the meeting are in *italics*.

Impact on transit riders

- **The shutdown of Line 3 and replacement with buses would make travel on the TTC more difficult and longer for Scarborough transit riders.** Participants identified a number of concerns with the bus replacement including: not being able to get on buses due to limited capacity on buses, resulting to longer wait times and longer overall travel times; longer travel times due to increasing traffic congestion as more people travel on private vehicles as a result of the changes during the pandemic, particularly on busy east-west routes like Ellesmere Rd and Sheppard Ave East during rush hour. *We are under no illusions that the shutdown of Line 3 is not a terrible thing to do. We have never closed down and abandoned a line before, but in this situation, we had to given how expensive it will be to continue operating it until the Line 2 East Extension is scheduled to open in 2030. What we are trying to do is to come up with a plan that is as less bad as possible. We don't want to provide service that the weekend/emergency shuttles provide when there's temporary*

closure on Line 3 as it will not be good enough for the daily service customers will use for years. We are going to advocate for a strong transit infrastructure knowing that our buses will not be as good as the Line 3 rapid transit.

- **Changes to Line 3 will impact Scarborough transit riders in big ways, particularly those accessing different types of social service assistance.** A number of participants said that any changes to the TTC greatly affects the people north Scarborough organizations serve, including Food Bank clients and Ontario Works clients, especially since transit service to north Scarborough can be irregular.
- **The 8-minute addition to existing travel time between Scarborough Centre Station and Kennedy Station is a lot and a big concern.**

Route options and corridor analysis

- **Consider operating the buses on multiple routes to not clog up one street.**
- **Ensure seamless and accessible transfers between TTC and GO Transit.** If GO Transit services will supplement the Line 3 bus replacement service, make sure to prevent any confusion when riders transfer from one service to another. Right now, getting to Guildwood GO Station from a TTC bus is a long walk, which is an issue for those with medical concerns. Consider having the TTC bus bring customers directly at the station like how it is right now at Rouge Hill GO Station. Also consider synchronizing the fare between GO Transit and TTC and provide all fare options TTC currently provides on GO (e.g. free fare for children under 12 years old.)
- **There is concern about the proposed dedicated bus route on Ellesmere Rd.** *The proposed Bus Rapid Transit (BRT) project on Ellesmere Rd is led by Metrolinx which builds on the existing DRT Pulse service between Oshawa and Scarborough.*

Engagement process

- **Have a robust and comprehensive engagement process to ensure the voice of Scarborough transit riders informs the decision-making process.** The feedback should be reflective of a good portion of Scarborough residents, most importantly, those who use the TTC as a vital service to access places. Suggestions from participants include:
 - Consult transit riders in the Lawrence and Kingston area
 - Connect with food bank providers such as ACSA (Agincourt Community Services Association) to engage food bank clients
 - Connect with Toronto Children's Services through their childcare and EarlyON services to reach out and engage families and caregivers
 - Make sure surveys are offered in different languages

Other resources shared at the meeting

Participants shared resources through the chat that the TTC could use to help inform their planning, including:

- A 2017 student survey by TDSB showing by neighbourhood and by demographic which modes of transportation children use to get to school:
<https://raisingthevillage.ca/indicators/#active-transportation-to-school>

Questions of clarification

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

Impact on existing infrastructure and service

- **What does the Line 3 bus replacement mean for existing capacity at Kennedy Station, particularly about accessibility, mobility, and overall infrastructure of Kennedy Station?** *This is an important consideration for us. We are looking at expanding the temporary bus terminal in the south parking lot of Kennedy Station to see if our buses can use that area. Note that creating more bus bays to accommodate additional buses will be required no matter what routing options we do, and would apply not only for Kennedy Station, but also Scarborough Centre Station. We agree that Kennedy is a busy station, and it's going to be busier when Metrolinx starts construction and tunneling for the Line 2 East Extension. We are working closely with Metrolinx to understand what their construction impact will be to our operation.*
- **When Line 3 is replaced with buses, what is the estimated trip time to Kennedy Station from Scarborough?** *At best, it would be the same as the Line 3 trip time, which is 40 minutes, or up to 8 minutes added to the current trip depending on traffic conditions (i.e. between 40 to 48 minutes). Our goal is to keep with the 40-minute travel time by getting as much transit priority as possible.*

Capacity and accessibility

- **Line 3 was a busy route pre-pandemic for students and employees of Centennial College. Will the new bus replacement plan be able to accommodate the morning rush?** *Yes, the bus replacement will need to accommodate service demand. The extended bus routes, which includes 38 Highland Creek and 134 Progress (buses servicing Centennial College campuses), will run all the way to/from Kennedy Station, eliminating the need for transfers.*
- **How will a bus-every-minute will effectively work? Based on experience on other TTC bus routes, service could be frequent, but it would be packed, resulting to not being able to get on the bus and wait longer until a less packed bus arrives.** *The bus-every-minute frequency will provide more capacity on buses than what is provided in the trains now. Buses also have more flexibility to scale up service when required, compared to the constrained train fleet, and the vehicles would be more reliable than current Line 3 trains.*
- **How will you ensure accessibility on crowded buses replacing the SRT? I have seen people in wheelchairs and parents with strollers wait for 5 buses during a snowstorm because there was no room on a bus at rush hour.** *We do courtesy announcements on the bus to inform passengers to move back and give space to customers, particularly those with mobility devices. Our bus operators also help customers with mobility devices board the bus as much as possible. We hear your feedback and we'll be sure to share this with our staff focused on accessibility planning.*

Decision-making process

- **How is the decision going to be made regarding which route option to implement? For example, if the community wants the Line 3 Right-of-Way option, but it's found to be more costly to implement than the on-street options, which one will be valued more – community preference or cost?** *Feedback from stakeholders, such as yourselves,*

and the public will help us, TTC staff, refine these options and inform the considerations we need to keep in mind when developing our recommendations to the TTC Board. Technical review and analysis will also inform our recommendations. Ultimately, it is up to the TTC Board to decide which option to move forward with and if they approve the cost.

Potential other routes

- **Recognizing that this is an opportunity to expand services through express bus options from Kennedy to further northeast and southeast Scarborough, is there any consideration to creating new bus routes than what has been proposed?** *Yes. We're studying other routes that could potentially follow a similar model like the express service between Kennedy Station and Scarborough Centre Station (903 Kennedy-Scarborough Centre Express).*
- **How will GO Transit connect to this plan? Will transit riders be able to access GO Transit at a reasonable cost?** *We are in discussions with Metrolinx about fares and potential free transfer on the GO from/to TTC as an alternative or a supplement to the bus replacement of Line 3.*

Next Steps

Eric Chu, Manager of Project Development & Coordination at TTC, thanked participants for their feedback. He assured that this meeting will not be the only touchpoint about this study, and he hopes the TTC can speak with them again in the next round of engagement. He also asked participants to help get the word out about the study to get more feedback to inform TTC decision making.

Ian Malczewski, 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. He also committed to sharing materials and information to participants through Blaine Felix, Community Development Officer, Social Development, Finance & Administration, about the study, including the survey, that they could use to spread the word to their networks.

Attachment 1. Agenda

TTC Line 3 Bus Replacement Study Meeting with North Scarborough Community Cluster

Wednesday, July 14, 2021

9:45 – 10:30 am

Meeting held online



Meeting purpose

To provide an overview and to discuss the Line 3 Bus Replacement and Corridor Adaptive Re-Use Study.

Proposed agenda

9:45 Introductions & agenda review

Eric Chu, Scott Haskill, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

9:50 Line 3 Bus Study Overview

Eric Chu, TTC

- About the Study
- Corridor Options
- Evaluation Framework
- Adaptive Re-Use of Line 3

10:05 Questions and discussion

1. Do you have any questions or comments on what we've shared (proposed bus routes, corridors, evaluation criteria, adaptive re-use)?

10:30 Wrap up