



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

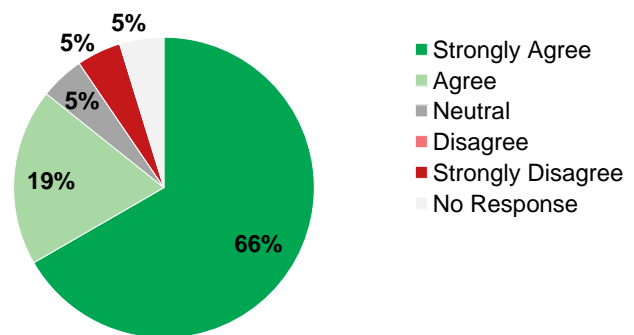
The post-meeting feedback reiterated some of the feedback and concerns shared during the public meeting regarding the legacy use of Option 1 – Hybrid Line 3 Right-of-Way and cost of the Line 3 replacement.

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.

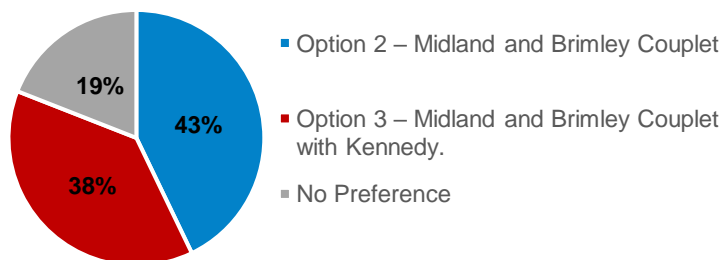
Figure 1. Level of agreement with TTC's recommended option, Option 1 – Hybrid Line 3 Right-of-Way



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.