



# Line 3 Bus Replacement & Corridor Adaptive Re-use Study

## Round 1 Public Survey Summary

Survey Timeframe: June 30, 2021 – July 23, 2021

Total Online Survey Respondents: 429

Total Mail-in Survey Hard copies Received: 4

Total Feedback Received via Email and Voicemail: 1

### Overview

The TTC hosted a survey between June 30 and July 23, 2021, to seek the public's feedback as part of Round 1 of the Line 3 Bus Replacement and Corridor Adaptive Re-use Study (Line 3 Bus 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 upon request), sending an email, and leaving a voicemail. A total of 434 people participated and provided feedback. The online survey was available on the TTC's website and was promoted through the TTC's social media accounts, City Councillors, stakeholders and their networks, and print and digital ads. This survey was part of a broader Round 1 public and stakeholder consultation process for the Line 3 Bus Study.

There are six main categories respondents were asked feedback on, and this feedback summary is organized under the following categories:

1. Route options for extension to Kennedy Station
2. Potential corridors to operate the extended bus service
3. Framework for evaluating the routing and corridor options
4. Adaptive re-use of Line 3 infrastructure
5. Other feedback
6. Respondent profile

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 Study. The survey summary will not assess the merit or accuracy of the feedback shared, nor will the documentation of this responses indicate an endorsement of any of these perspectives on the part of the TTC.

This summary report was prepared by the third-party consultation team from Swerhun Inc.

## Overall Snapshot of Feedback

**Respondents were generally supportive of the proposed route changes that extend to Kennedy Station**, with 87% saying they supported or were neutral about the changes. Those who suggested changes to the proposed routes said the TTC should also consider a Kennedy-Scarborough Centre Express route that only stops at current Line 3 stations, or potentially no local stops. Some were concerned that there may be too many routes being extended which may impact service reliability on those routes and contribute to road congestion. Some suggested keeping Line 3 in service with new trains, replacing it with an LRT, or exploring whether buses can use the existing tracks.

**The vast majority preferred re-using the existing Line 3 right of way as the corridor for replacement bus service**, with 79% ranking it as their first or second most preferred choice. Kennedy and Brimley were the most preferred on-street options, followed by McCowan/Danforth, Midland, and Bellamy. 85% agreed with adding intermediate stops along the route extensions, saying these stops could increase access to the service. Some said there should not be intermediate stops between Kennedy and Scarborough Town Centre since they could slow service.

**94% of respondents either supported or were neutral on the proposed evaluation criteria.** Among those that shared additional feedback about the evaluation criteria, respondents suggested the TTC: consider weighting certain criteria to provide the most transit-focused solution, adjust metrics within the proposed criteria (for example, consider accessibility as part of Customer Experience or noise as part of Community Impacts), and add new criteria (most commonly climate change impacts and road safety).

### **Feedback about adaptive re-use:**

For both the North-South and East-West sections of the Line 3 corridor, respondents first and second most-favoured adaptive re-use options were active (pedestrian and cycling) connections and linear park / urban green space. Some said they would prefer the corridor be used for some kind of transit (either in connection with existing routes or for potential future extensions of transit service), while a few suggested using the corridor for affordable housing or cultural, commercial, arts, and event venues.

For the re-use of existing Line 3 stations, respondents' most preferred re-use option was community / cycling hub for Lawrence East, Ellesmere, and Midland station, while enhanced active transportation connectivity was most preferred for Scarborough Centre Station, and enhanced station plaza for McCowan station. Other suggested uses for Line 3 stations were housing, cultural or commercial spaces, or other community-serving uses like community gardens or agriculture.

### **Other feedback about transit in Scarborough and the Line 3 Bus Replacement and Corridor Adaptive Re-use Study:**

- Frustration with previous political decision-making about transit options and slow implementation of transit improvements in Scarborough
- Excitement about opportunities to create safe active transportation infrastructure, guide growth and development, and provide new public spaces
- Appreciation for the consultation efforts, and suggestions to do more consultation in the future, especially during adaptive re-use phases for the LINE 3 stations
- Other suggestions to ensure/improve accessibility and bus service

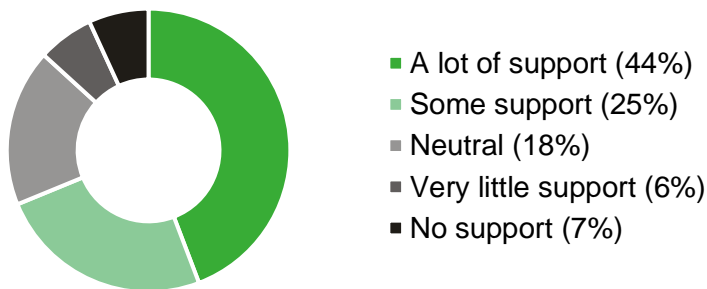
## 1. Route options for extension to Kennedy Station

Respondents were asked to provide feedback on extended bus service from Scarborough Centre Station to Kennedy Station on eight existing routes with higher ridership. These routes include:

- 38 Highland Creek
- 129 McCowan North
- 131 Nugget
- 133 Neilson
- 134 Progress
- 939 Finch Express
- 954 Lawrence East Express (from Lawrence East Station)
- 985 Sheppard East Express

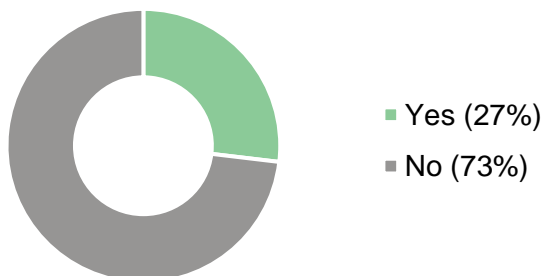
### Support for extending the proposed routes

Of the 424 responses received, 44% said they have a lot of support for the route changes, 25% said they have some support, 18% said they had neutral support, 6% said they have very little support, and 7% said they have no support.



### Suggested changes to the proposed routes

Of the 425 responses were received, 27% said they would make changes to the proposed routes, while 73% said they would not make any changes.



Of the 27% who said yes, some suggested the following:

- **Consider a separate express bus between Scarborough Town Centre to Kennedy Station.** Some suggested to only stop at existing Line 3 stations, and a few suggested no local stops in between. Some said they'd prefer a separate express route in addition to the proposed services to Kennedy, while some others suggested a separate express bus may work well without any

extended routes. A few suggested to maintain and improve the 903 Kennedy-Scarborough Centre Express routes.

- **Concern that the number extended routes to Kennedy Station may affect local service and headways, as well as contribute to road congestion**, especially if multiple routes rely on one road corridor. Consider reducing the number of proposed changes to routes extending to Kennedy Station. Kennedy Station is also a busy station so consider expanding existing or adding another bus bay for the safety of customers.
- **Consider keeping the Line 3, installing other rapid transit options (i.e., Subway, LRT, buses using the RT tracks), or using new/borrowed trains for Line 3.**
- **Consider dedicated bus lanes from Scarborough Centre Station to Kennedy Station.** Some respondents felt that this could provide a similar frequency and reliability as that the Line 3. Some also shared support for more RapidTO corridors throughout the city, especially on busy routes.
- **Routes that may not be necessary to extend to Kennedy Station because they are out of the way and might lead to confusion** include: 954 Lawrence East Express, 939 Finch Express, 985 Sheppard East Express, 38 Highland Creek, and 133 Neilson.
- **Support for the following proposed route changes:** 38 Highland Creek, 129 McCowan North, 131 Nugget, 133 Neilson, 134 Progress, 939 Finch Express, 954 Lawrence East Express, and 985 Sheppard East Express.
- **Suggestions for other route changes:**
  - 21 Brimley should be one continuous route between Steeles and Kennedy Station
  - 43B Kennedy should extend to Centennial College
  - 905 Eglinton East Express should pass through Scarborough Golf Club
  - 913 Progress Express and 986 Scarborough Express should be available all day
  - 939 Finch Express should continue east to Morningside Heights
  - 954 Lawrence East Express should extend to Eglinton Station along Lawrence Avenue, and eventually connect to the Ontario Science Centre and Sunnybrook Park
  - Add express routes to 16 McCowan, 38 Highland Creek, 43 Kennedy, 68 Warden, 57 Midland, and 102 Markham
  - Extend 985 Sheppard East Express and 995 York Mills Express to U of T Scarborough
  - Merge 16 and 129 McCowan routes into a continuous service that terminates at Kennedy Station and/or Warden Station
  - Merge 169 Huntingwood and 130 Middlefield into one continuous route between Don Mills Station and Steeles and Middlefield
  - There should be a direct route from Kingston Road north to Scarborough Centre and from Kennedy to Sheppard.
- **Utilize existing GO rail infrastructure and better integration with GO.** Some suggested that there could be an opportunity to use the existing Stouffville GO line to serve Lawrence East and Ellesmere stations. These respondents suggested that there could also be one fare that could allow passengers to transfer from Kennedy to the existing stations using the GO rail line. A few said the transfers during the winter from TTC buses to GO rail could be improved, especially for those using wheelchairs and strollers.

### **Other bus routes for extension**

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Some respondents identified other bus routes they that they would like to see considered for extension to Kennedy Station, including: 130 Middlefield, 132 Milner, 169 Huntingwood, 95 York Mills, 54 Lawrence East, 913 Progress Express, 995 York Mills Express, 9 Bellamy, 17 Birchmount, and 42

Cumber. Less frequently: 12 Kingston, 70 O'Connor, 86 Scarborough, 102 Markham, 300 Bloor-Danforth, and other routes that connect the Toronto Zoo and University of Toronto Scarborough to Scarborough Town Centre and Kennedy Station. A few suggested that all routes close to Kennedy and/or Scarborough Centre should connect to their respective nearby stations.

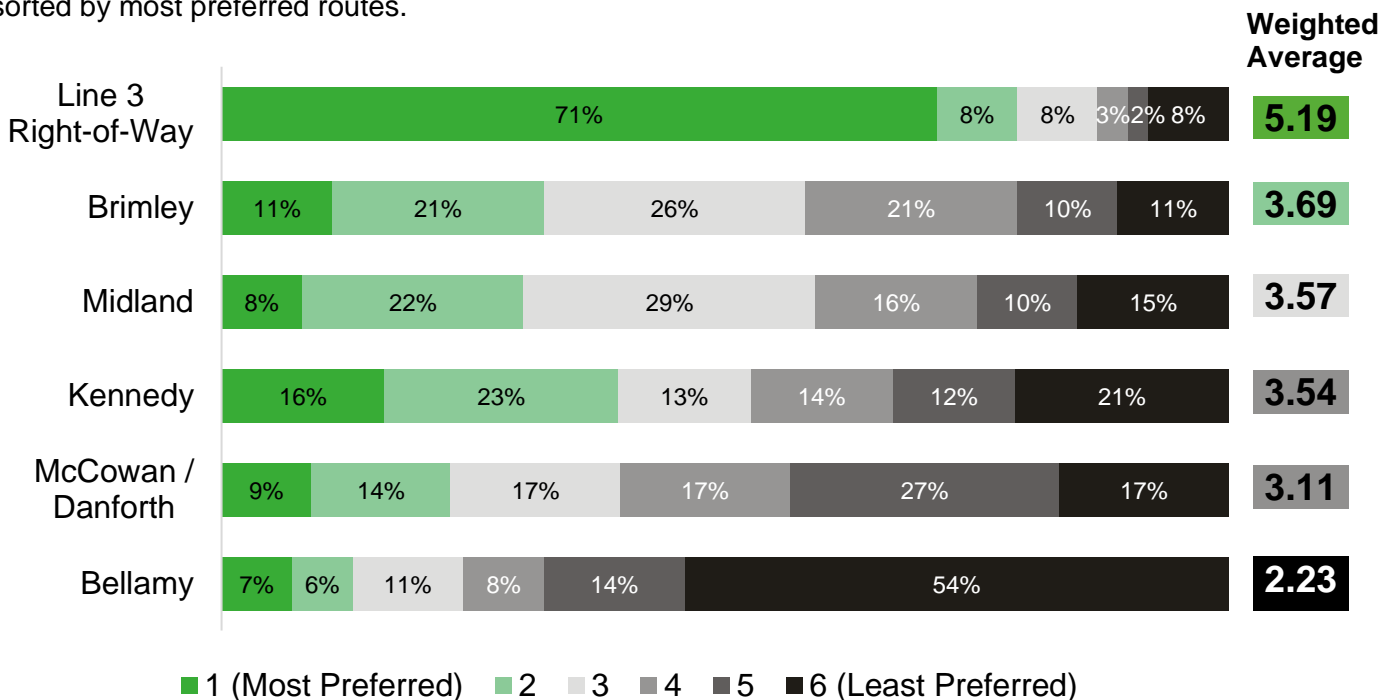
## 2. Potential corridors to operate the extended bus service

Respondents were asked to provide feedback on several corridors the TTC is exploring to operate the extended bus service. There were 2 main categories of corridors under review – on-street options and the Line 3 Right-of-Way (i.e., structure and pathway Line 3 is currently operating on), with a total of six corridors under review, including: (*\*on-street options*)

1. Line 3 Right-of-Way
2. Kennedy\*
3. Midland\*
4. Brimley\*
5. McCowan/Danforth\*
6. Bellamy\*

### Corridor preference

Respondents were asked to rank the six corridor options to identify their preference on a scale from 1 (most preferred) to 6 (least preferred). Based on the weighted average of the 425 responses received, the top three most preferred routes are the Line 3 Right-of-Way (5.19 out of 6), Brimley (3.69 out of 6), and Midland (3.57 out of 6). It is important to note that 71% of the 425 responses identified Line 3 Right-of-Way as their most preferred corridor and 54% of the 425 responses identified Bellamy as their least preferred corridor. The chart below provides a detailed breakdown of respondent preferences sorted by most preferred routes.



### Intermediate bus stops

Respondents were asked if they agree with adding intermediate stops along the route extensions at major intersections (i.e., extended bus routes between Scarborough Centre Station and Kennedy Station will stop at intersections on Ellesmere Road and Lawrence Avenue East).

Of the 425 responses received, 85% said they agree with this proposal and 15% said they don't.



### Other feedback about intermediate bus stops

Several respondents additionally suggested that the extended bus services and/or express services should only stop at existing Line 3 stations or major intersections. Several others also suggested that there should be no intermediate stops between Kennedy and Scarborough Centre. These respondents said intermediate bus stops will slow down passengers and drivers and therefore will not be a truly express service.

Some respondents said they like intermediate stops because it offers services to people within walking distance. A couple respondents said intermediate stops should be considered during late night service for safety.

Some respondents specifically suggested having the extended bus routes stop at other intersections and intermediate bus stops, including:

- Eglinton GO, if the Bellamy corridor is chosen,
- Along Ellesmere, Midland, Brimley, McCowan, Brimorton, Progress, and Town Centre Court.
- East towards Scarborough Golf Club Road and Orton Park

## 3. Framework for evaluating the routing and corridor options

Respondents were asked to provide feedback on the proposed evaluation criteria TTC will use to inform their recommendation on a preferred approach for the bus routes to be extended and the corridor to operate these extended bus routes. Listed below are the six proposed evaluation criterion:

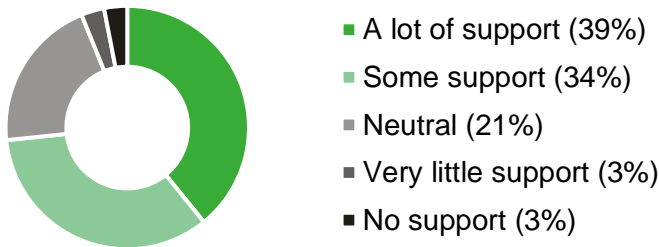
1. **Customer Experience.** Quantitative assessment of in-vehicle travel times, transfers, and service reliability between the different service options.
2. **Neighbourhood and Community Impact.** Qualitative and quantitative assessment of the impact of frequent bus service operating along the corridors to residents, local communities, and traffic.
3. **Ease of Implementation.** Qualitative assessment on the constructability of necessary infrastructure changes to implement the bus service extension.
4. **Impacts on Urban Structure and Built Form.** Qualitative assessment of any built form changes from the different routing options, including any impact to the adaptive re-use on Line 3 corridor and station lands.
5. **Equity Considerations.** Qualitative assessment on the impact of different routing options on equity-deserving groups.

6. **Costs.** Quantitative assessment on the total operating and capital costs to implement the bus replacement service (not including any costs related to adaptive re-use of Line 3 corridor or station lands).

### Support for the proposed evaluation criteria

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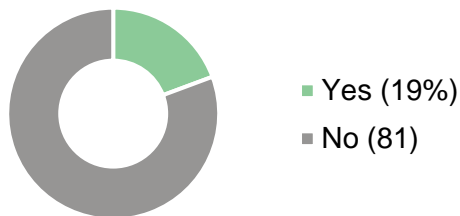
Of the 425 responses received, 39% said they have a lot of support for the proposed evaluation criteria, 34% said they have some support, 21% said they had neutral support, 3% said they have very little support, and 3% said they have no support.



### Suggested changes to the proposed evaluation criteria

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Of the 425 responses were received, 19% said they would make changes to the proposed evaluation criteria, while 81% said they would not make any changes.



Those who said yes, also shared the following:

#### Feedback on the evaluation approach

Several respondents suggested the TTC weigh the criteria to help with decision making, with some suggesting TTC consider making equity, customer experience, and service the most important (and weighing cost, community impact, and impact on urban structure less so that the option that reflects the best transit and city planning emerges). A few suggested removing equity, urban structure, and ease of implementation from the criteria altogether saying these are difficult to measure and could complicate or bog down the decision-making process.

More broadly, a few suggested the TTC consider evaluating a “do nothing” option to show how negative the impact a do nothing approach would be on all road users (for example, if all current Line 3 customers shifted to taking cars). Other suggest the TTC consider using the criteria to monitor and re-evaluate the selected approach so it can be tweaked after implemented.

#### Feedback on specific evaluation criteria

**Customer experience.** Respondents suggested the TTC consider accessibility, the end-to-end transit experience, and the specific experience of Line 3 and Scarborough transit customers (and not generic, city-wide customer experience) as part of the customer service criteria. Others suggested separating reliability from customer experience, making it new criterion and saying reliability is too important to be lumped in as a subset of customer experience.

**Community impacts.** Respondents suggested considering noise impacts on local communities as part of this criterion. Others suggested TTC consider the potential benefits of new bus service for local businesses (from new riders near their businesses).

**Equity.** Many supported including equity as a criterion and said it should be a priority, though a few said it should be removed since it is difficult to measure.

**Suggested additional criteria:**

Respondents suggested additional evaluation for TTC to consider, including:

- **Climate change / climate emergency** (such as by measuring vehicle emissions) so the recommended solution can demonstrate a climate resilient approach
- **Overall safety**, especially road safety (given the number of deaths on Scarborough roads)
- **Impact on drivers**, though some suggested applying a lesser weighting to this criterion to keep the priority on providing good public transit
- **Potential for integration with active transportation routes and/or off-road bike routes** as an alternative to the bus
- **Revenue and sustainability**
- **Long term potential of any new infrastructure** so that TTC is considering how any investments could be useful after the opening of Line 2
- **Ability to run service on dedicated infrastructure**
- **Impacts on TTC operators**



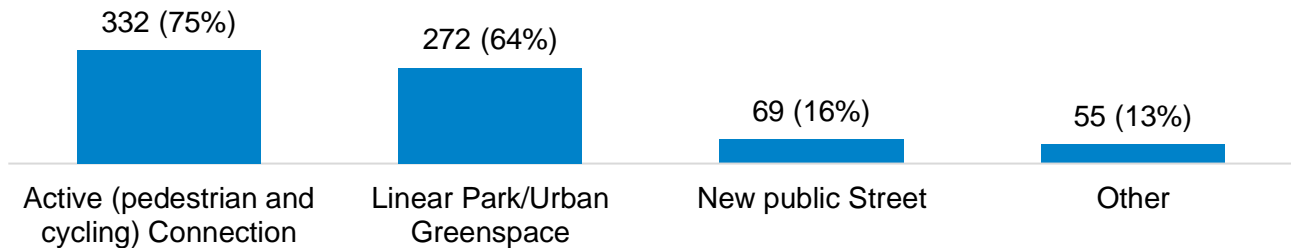
## 4. Adaptive re-use of Line 3 infrastructure

Respondents were asked to provide feedback on future uses they would like to see considered for the Line 3 corridor and stations if it is not needed for replacement bus service (i.e., it is not needed for transit operation and becomes a surplus infrastructure as the bus replacement service is operated on street). In this section, respondents were able to select all responses that apply.

### Suggested future uses for Line 3 corridor

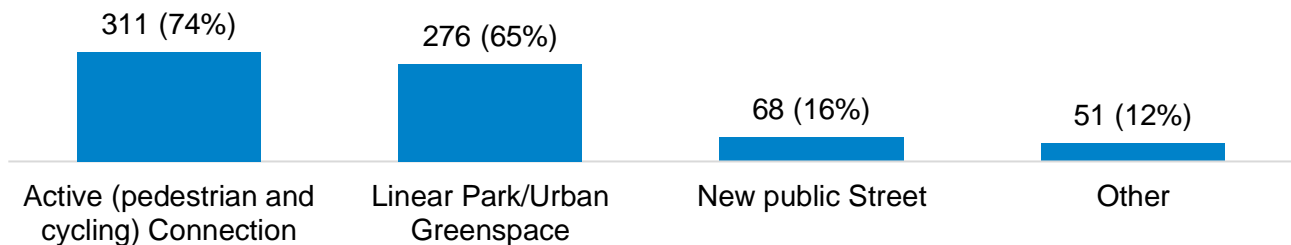
#### North-South Portion

When asked what future uses respondents would like to see for the north-south portion of Line 3 corridor (i.e., Line 3 corridor between Ellesmere Road and Kennedy Road), 426 respondents said:



#### East-West Portion

When asked what future uses respondents would like to see for the east-west portion of Line 3 corridor (i.e., Line 3 corridor between McCowan Road and near Kennedy Road), 424 respondents said:



#### Other suggested uses for the Line 3 right-of-way

Generally, respondents' suggestions were consistent for both the north-south and east-west sections of the existing corridor. Many said they would want to see the corridor used for transit, including a Bus Rapid Transit line, subway line, streetcar line, or Light Rail Transit line. Others suggested TTC sell or transfer the right-of-way to Metrolinx so it could use the space to improve service on the Stouffville line. Respondents shared mixed responses on using the right-of-way for cars, with some suggesting not to dedicate this space for cars (since there are enough roads already) and others saying it should be turned into a High Occupancy Vehicle Lane. Finally, some said the elevated portion could become an iconic part of the Scarborough skyline, potentially a bike trail (with each station serving as a pit stop with shops and bike amenities).

#### Other suggested re-uses for the Line 3 right-of-way include:

- Affordable housing
- Cultural, commercial, arts, and event venues
- Separated bike and pedestrian paths
- Community garden
- Outdoor gym

- Outdoor dining (especially given the great food available in Scarborough)
- Wildlife right-of-way

A few adaptive re-use suggestions for the right-of-way were unique to a specific section, including:

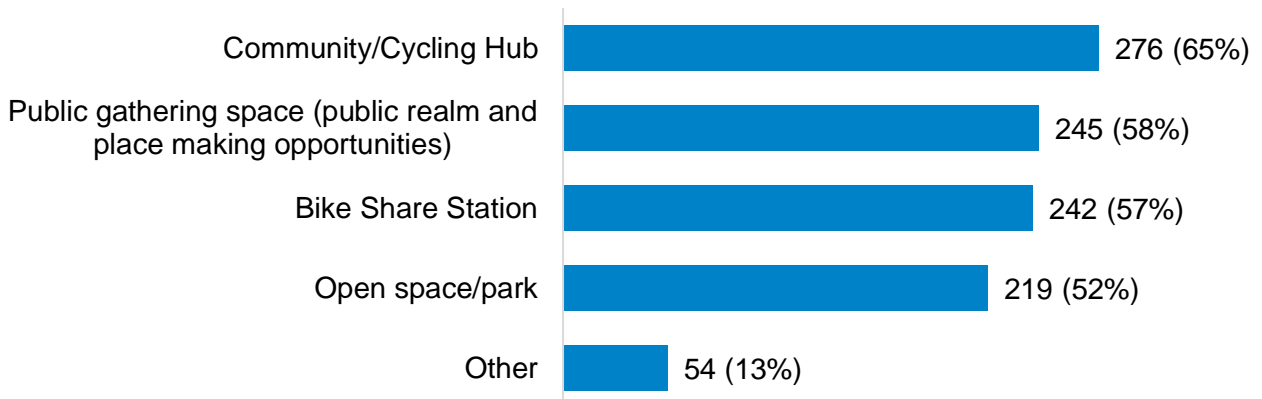
- **North-South section:** an aqueduct diverting salt water away from Highland Watershed
- **East-West section:** a skating path, a Scarborough rail deck park.

### Suggested future uses for Line 3 stations

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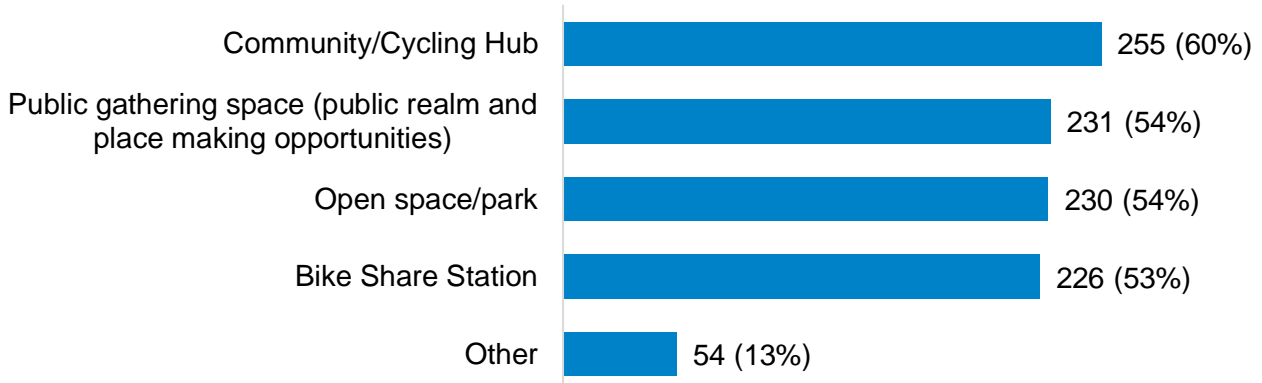
#### Lawrence East Station

When asked what future uses respondents would like to see for Lawrence East Station if it becomes a surplus, 425 respondents said:



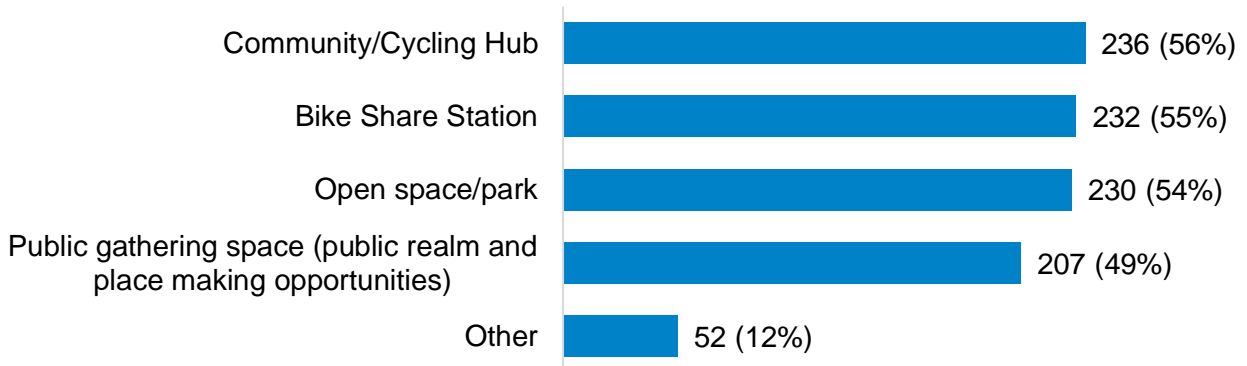
#### Ellesmere Station

When asked what future uses respondents would like to see for Ellesmere Station if it becomes a surplus, 425 respondents said:



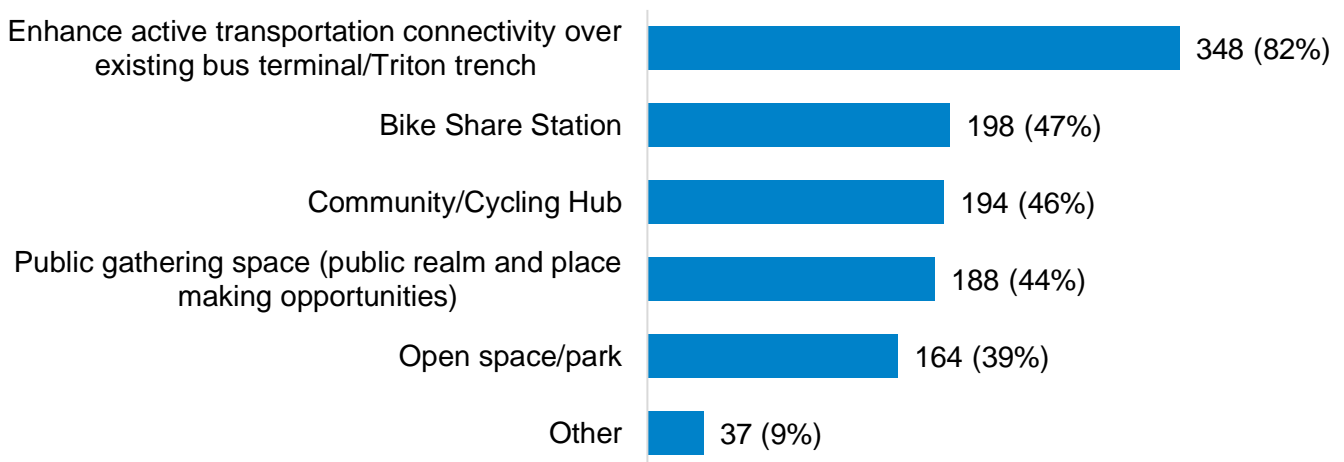
### Midland Station

When asked what future uses respondents would like to see for Midland Station if it becomes a surplus, 426 respondents said:



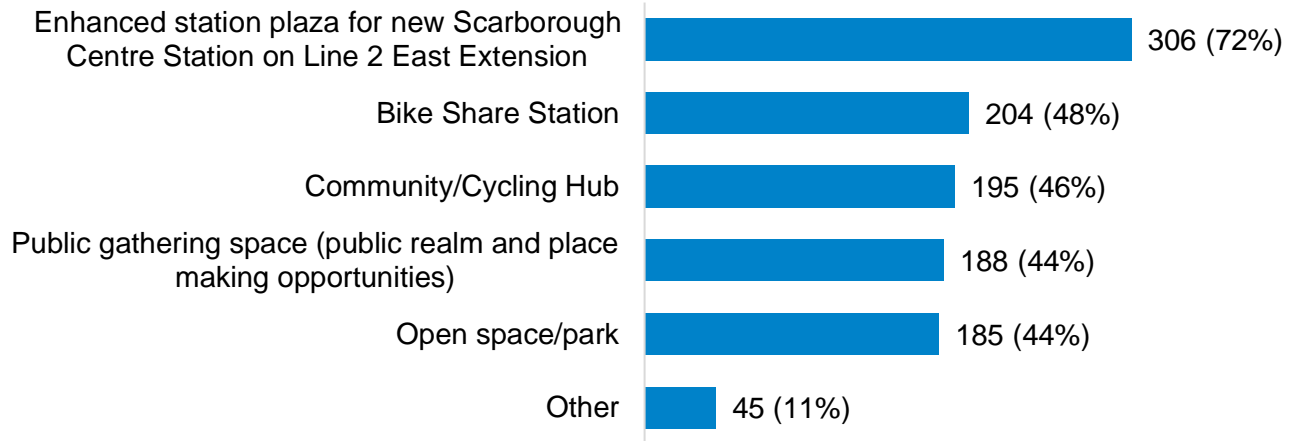
### Scarborough Centre Station

When asked what future uses respondents would like to see for Scarborough Centre Station if it becomes a surplus, 425 respondents said:



## McCowan Station

When asked what future uses respondents would like to see for Scarborough Centre Station if it becomes a surplus, 424 respondents said:



## Other suggested uses for the current Line 3 stations.

Respondents' suggestions for the adaptive re-use of Line 3 stations were mostly consistent across all six stations. Respondents suggested:

- **Reusing stations for transit.** The most consistent response was to re-use the stations for some kind of transit-supportive facility, including as a Light Rail Transit station, Bus Rapid Transit (RapidTO) station, GO Stouffville line station, or as station for future transit extensions.
- **Building housing.** Many suggested re-using the stations for housing, including affordable housing, housing for single parent families, mixed use development, and/or condos.
- **Creating cultural or commercial space,** including museums, art spaces, farmer's markets, outdoor dining areas, retail, or industrial spaces.
- **Using the stations for community-serving uses, like:**
  - sports and recreational facilities (basketball court, soccer field, gym)
  - bicycle facilities (parking, repair, exchange, training)
  - public washrooms
  - a community centre
  - facilities with free Wi-Fi
  - park & open space
  - a ride-share facility

A few said the stations should be demolished if they're not going to be used for transit, while others said uses should be determined through consultation with local communities. A few suggestions were specific to certain stations, including:

- **Lawrence East Station:** a pedestrian connection to employment lands northwest and northeast.
- **Midland Station:** a trailhead for the new trail along Highland Creek that passes by this station. Some thought community use would not be practical given the area's industrial uses.
- **Scarborough Town Centre Station:** an International Food Court showcasing the diversity of Scarborough food, protection for future transit connection to Centennial College-Progress campus and to Malvern, a TTC Transit Museum or TTC Head Office, and a youth space.

- **McCowan Station:** a barber shop, nightclub, addiction centre, or as a busway connection with Durham Scarborough BRT (at McCowan yard). Additionally, McCowan Yard could also become a rail-deck park, community centre, or TTC office space.

## 5. Other feedback

Many respondents reiterated their feedback shared in earlier sections captured in this report including suggestions to keep the Line 3 running; use alternative technology for Line 3; implement dedicated bus lanes for Kennedy-Scarborough Centre express buses, and; consider life cycle costs and sustainability during the evaluation. Several reinforced concerns that more buses with local stops may slow down travel for both passengers and drivers. Several also frustrating with political decision-making on previous transit plans (i.e., LRT and subways) and said new transit is often slow to come to Scarborough.

Respondents shared other feedback for the TTC to consider including:

- This Study is an opportunity to create more safe cycling and pedestrian infrastructure in Scarborough. The area has seen several deaths on the roads and respondents urged TTC and others to implement protected bike lanes and other ways to promote safe active transportation.
- This Study is also an opportunity to shape future growth and development in Scarborough. Some highlighted the value of the lands by the Line 3 corridor and saw these areas as potential places to deliver affordable housing and mixed-use neighbourhoods. A few said the Line 3 station buildings are unique and positively contribute to the area. A few also said it is important to maintain the existing industrial and employment uses nearby.
- Ensure this Study is integrated with Metrolinx' plans to expand train service on the Stouffville GO line, including: advocating for adding a new GO Station at Progress Avenue to provide access to Kennedy Commons and integrate with a shuttle route to Scarborough Centre and considering a Union-Scarborough GO bus service
- Provide more open and green spaces. Some respondents said the adaptive re-use of the Line 3 corridor is a great opportunity to provide needed public spaces. In these spaces, respondents said they'd like to see native plants and species, linear park space, and space for safe cycling and walking. A few referenced New York's High Line as an aspirational example.
- Improve transit options in north Scarborough and promote more east-west travel, instead of focusing on people going downtown.
- Ensure accessibility. It is important that every piece along a passenger's journey is accessible.
- Suggestions for service improvements during construction phases:
  - Dedicated bus lanes
  - Clear wayfinding
  - Accessible sidewalks for wheelchairs and strollers
- Suggestions for additional bus services:
  - Bus route on the full length of Scarborough Golf Club Road
  - Highway 401 Express Bus
  - Union-Scarborough Centre shuttle bus
- Other suggestions for service improvements:

- Expand Kennedy Station and Scarborough Centre Station to accommodate more people and buses in the future
- Use electric buses
- Better access from the former Lawrence East station area
- Extend dedicated bus lanes to Warden and Victoria Park
- Transit-priority signals and far-side bus stops
- 10-min frequency service
- Implement all door boarding on all buses
- Transit link between Kennedy GO and Finch GO
- Integration with other transit services (i.e., Metrolinx GO, etc.)
- Leverage additional services using Stouffville GO rail lines and/or implement SmartTrack
- Add a GO Station by Kennedy Commons and connect it to a Scarborough Town Centre shuttle

### Process feedback

Some respondents shared their appreciation for the TTC’s consultation efforts and suggested that the TTC also consult the public again before any final decisions. Some also shared particular interest in future consultation about the adaptive re-use opportunities at the Line 3 stations and suggested that a community-based steering committee could be created to lead/advise that work. A few said the content in the survey was too technical and suggested to use shorter and simpler language.

## 6. Respondent Profile

Respondents were asked several demographic questions to help understand how the results of the survey vary by location, use of Line 3 service and bus routes connecting to/from Line 3, and how they heard about the survey. See detailed information on each question below.

### Use of Line 3 pre-pandemic

Of the 426 survey responses received, 89% of respondents said they used Line 3 prior to the COVID-19 pandemic.



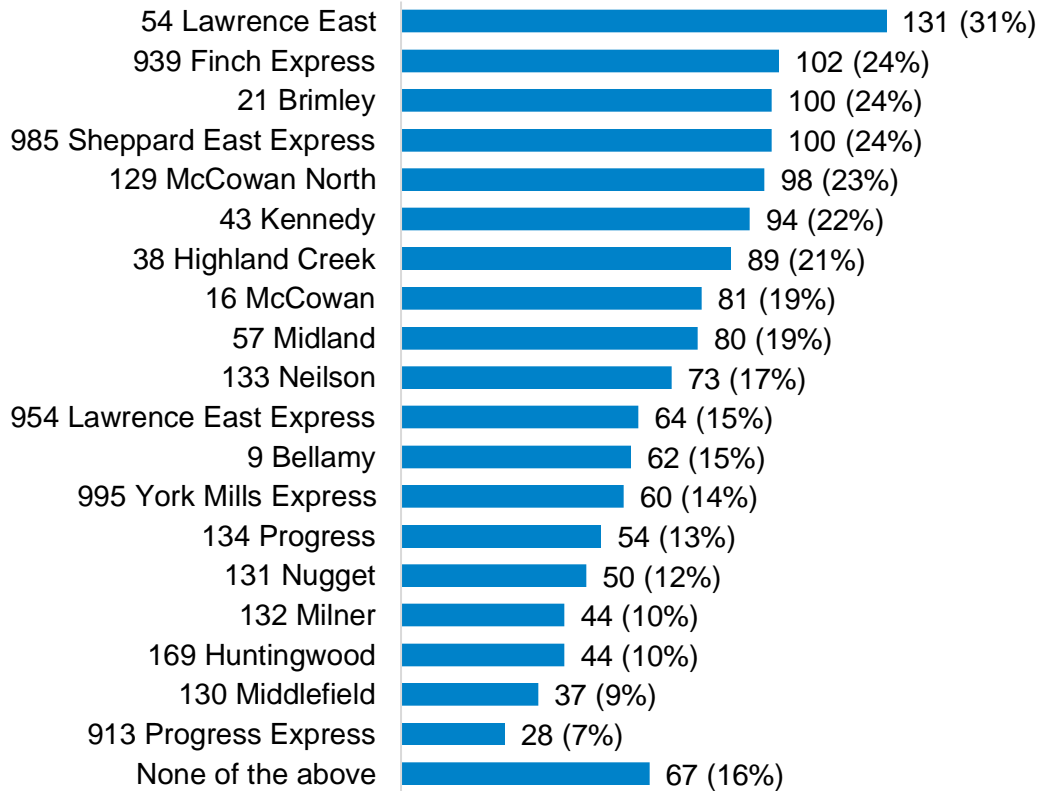
The chart below shows how often respondents used Line 3 prior to the pandemic. A total of 376 respondents provided a response. 22% said they used Line 3 daily, 17% said they used Line 3 a few times a week, 7% said they used Line 3 once a week, and 54% said they used Line 3 occasionally.



- Daily (22%)
- Few times a week (17%)
- Once a week (7%)
- Occassionally (54%)

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

426 respondents identified the bus routes they used prior to the pandemic that connected to/from Line 3. Most respondents said they used 54 Lawrence East, followed by 939 Finch Express, 21 Brimley, and 985 Sheppard East Express. See chart below for detailed breakdown of the bus routes respondents used. Respondents were able to select all routes that apply.

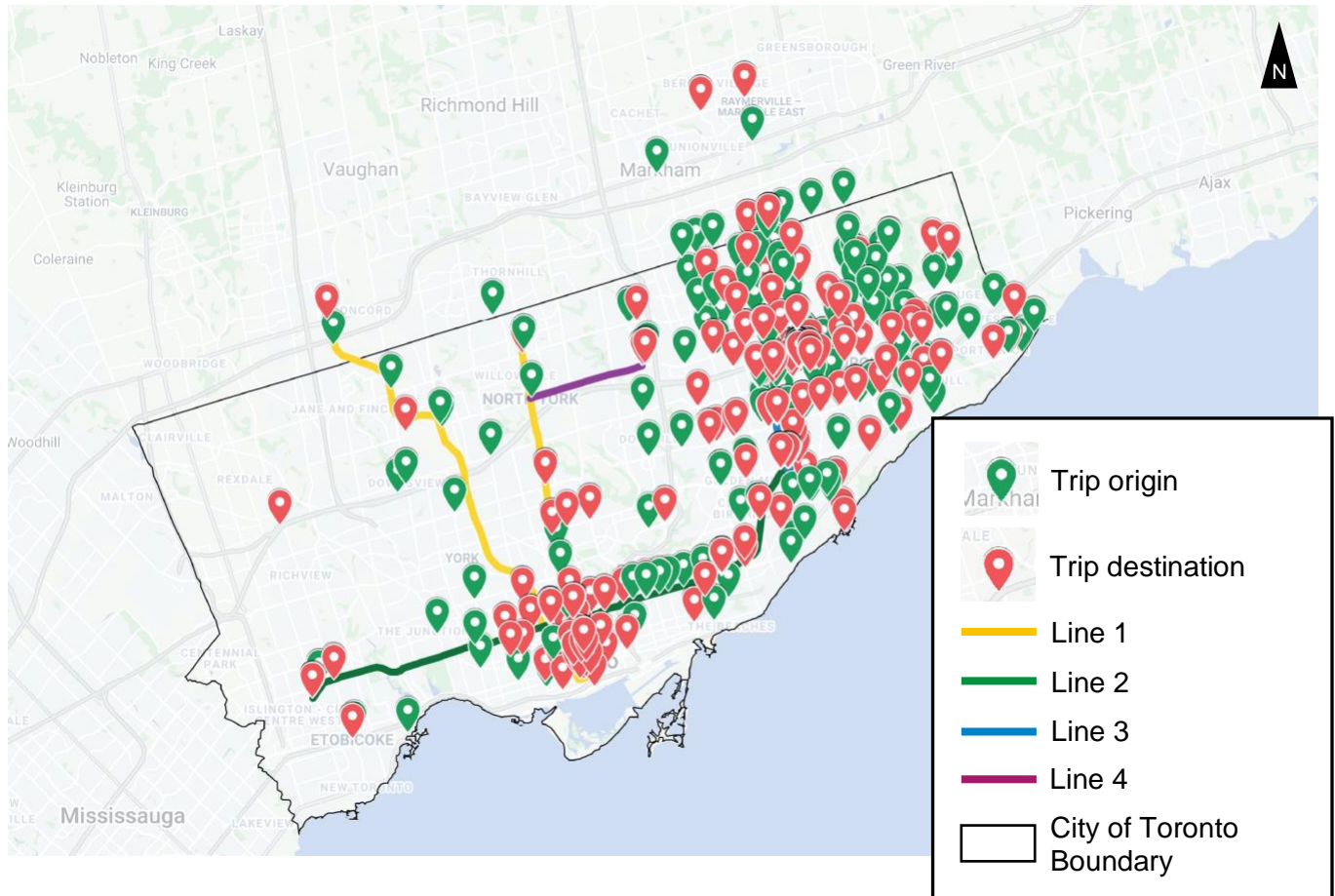


## Where respondents usually travel to and from

The map below provides a visual representation of respondents' travel destinations. A total of 357 respondents provided a response.

The most popular trip origins are Scarborough Town Centre/Scarborough Centre Station, Kennedy Station, McCowan Station, and Finch and McCowan Road.

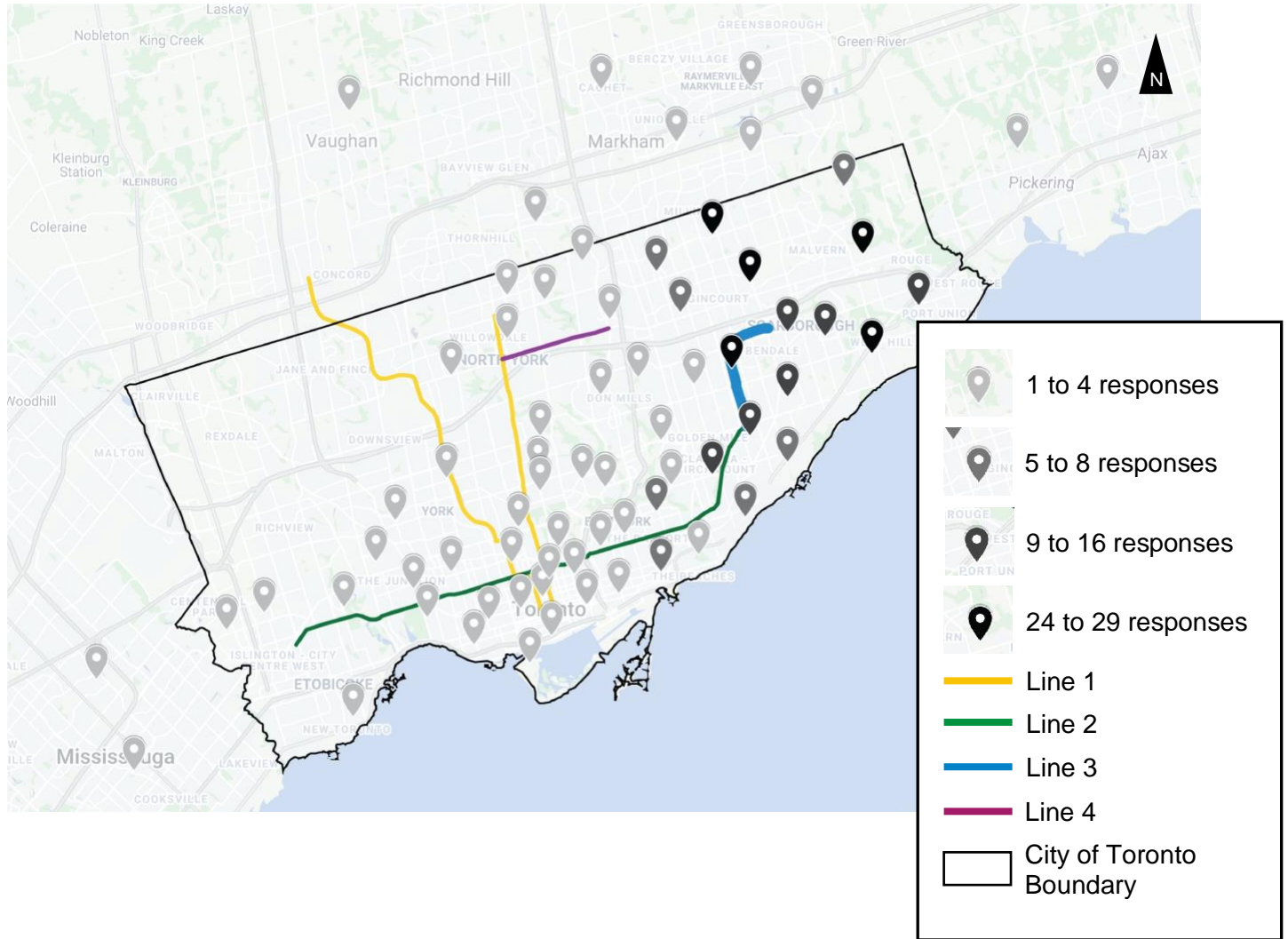
The most popular trip destinations Scarborough Town Centre/Scarborough Centre Station, Kennedy Station, Yonge and Dundas, and Yonge and Bloor.





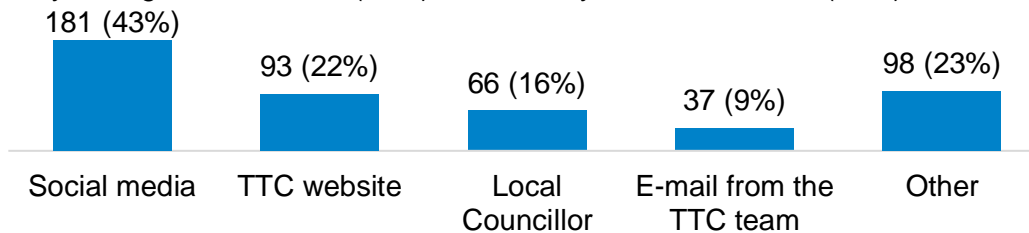
## Location

357 respondents provided their postal code. Approximately 97% of respondents said they live in Toronto, and over one-third of respondents said they resided in the M1P, M1V, M1B, M1E, and M1S areas. The map below illustrates all the postal codes received.



## How respondents heard about the survey

The chart below shows a breakdown of how respondents heard about the survey. A total of 424 respondents provided a response. Respondents were able to select all that apply. Most heard about the survey through social media (43%), followed by the TTC website (22%), and the local Councillor (16%).



Those who said they heard about the survey through other means, said they heard about the survey through:

- Ads on Google and Toronto Star website
- Steve Munro's blog
- Cycle Toronto
- Scarborough Transit Action Group
- TTC Riders
- Announcement in a TTC station
- Referred to by friends & neighbours
- Reddit
- 2022 Annual Service Plan Meeting
- Woburn Local Planning Table
- Dorset Community Hub and Food Bank
- Local community paper