



Appendix B-1

**Stakeholder Meeting 1 Summary
– June 29, 2021**



TTC Line 3 Bus Replacement and Corridor Adaptive Re-use Study Stakeholder Meeting 1 Summary

Tuesday, June 29, 2021

6:30 – 8:30 pm

Meeting held online

Overview

On Tuesday, June 29th, 2021, the TTC hosted the first of two rounds of stakeholder consultation about the Line 3 Bus Replacement and Corridor Adaptive Re-use Study. The stakeholder group includes representatives of city-wide and area-specific organizations with an interest in Scarborough transit and service planning (see Participant List attached). Due to the COVID-19 pandemic, the meeting took place virtually.

Approximately 20 participants attended the stakeholder meeting, along with staff from the TTC, City of Toronto Planning Division, and Swerhun Inc., the third-party facilitation team retained by the TTC to support the consultation process on the Study. The purpose of the meeting was to provide an 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.

Attachments included: Attachment A. Agenda, Attachment B. Participant List, Attachment C. Post-Meeting Feedback.

Swerhun Inc. prepared this meeting summary. A draft of the summary was subject to participant review before finalizing. The intent of this summary is to capture the range of feedback shared at the meeting; it is not intended to serve as verbatim transcript. This final summary will be posted 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
 - Feedback about route options and corridor analysis
 - Feedback about the proposed evaluation framework
 - Feedback about potential adaptive re-use of Line 3 corridor and stations
 - Other feedback
- Questions of clarification
- Next steps

Key themes in the feedback shared at the meeting

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

- **Overall, most support for the Line 3 Right-of-Way option as the corridor to operate the extended bus service** since the corridor could offer the most reliable service while avoiding an increase in traffic and congestion on Scarborough roadways. Some participants also said using the existing infrastructure could mean lower costs, quicker construction, and a lower carbon footprint.
- **Some support for the Midland and Brimley on-street options.** Participants remained concerned about increased wait times, bus bunching, and reduced service reliability of the extended routes along the corridors. Others suggested that the TTC should consider transit priority lanes and signals as ways to ensure service reliability.
- **Consider adding customer safety and environmental impact in the evaluation criteria for evaluating the routing and corridor options.**
- **Strong desire for the Line 3 Right-of-Way infrastructure to remain in public ownership.** Suggestions for adaptive re-use of the corridor include an active transportation route that could connect to other current and proposed routes (such as the Meadoway), park or greenspace, and affordable housing. The corridor could also serve as back-up transit option for the future (e.g. Bus Rapid Transit). Others suggested developing a community stakeholder group to help inform the uses for the corridor if it is not used as the bus replacement corridor.
- **Strong desire for the TTC to recognize the shutdown of Line 3 as an injustice to Scarborough residents** some of whom feel left behind in transit planning. Participants suggested reduced fares or free use of the replacement service as a form of recognition.
- **Strong advice to use a multitude of approaches in engaging Scarborough transit users** especially those who may not have access to internet. Consider partnering with community-based organizations and providing hard-copies of the survey at Line 3 stations.

Detailed feedback

Participants shared their thoughts on the emerging ideas for the route options and corridor analysis, proposed evaluation criteria, and potential re-use of the Line 3 corridor and stations. Clarifications provided by TTC at the meeting are in *italics*.

Feedback about route options and corridor analysis

- **Most participants support the Line 3 Right-of-Way (ROW) option.** Participants want an option that provided the fastest travel, and the ROW seems more dependable for transit users in terms of ensuring fast and reliable service. Others also said that operating the extended bus service on the Line 3 ROW could mean lower cost and faster construction as the infrastructure is already there, and it could have a lower carbon footprint.

- **General concerns were expressed if the extended bus routes operate on-street.** With extended bus routes, participants were concerned about long wait times, bus bunching, unreliable service, and impact on traffic, customer safety, and pollution on Scarborough roadways. *We've heard from feedback before that longer routes can be unreliable, so it is important to hear that feedback again. We're proposing to extend the bus routes because we wanted to avoid customers having to transfer multiple times for faster overall travel times but it may come at the cost of slightly reduced reliability. We're presenting all these corridor options (Line 3 ROW and on-street options) as we want to look at all feasible options, but we have not made any decisions yet about which corridor the buses will operate on.*
- **Some participants support the Midland and Brimley on-street options.** If the bus routes are operated on-street, participants identified Midland and Brimley as their preferred corridors as they offer the most direct north-south route from Scarborough Centre to Kennedy Station. One participant noted that when Line 3 Scarborough sometimes shuts down, shuttle buses go on Midland Avenue which have been a good service.
- **Some participants did not support the Kennedy and Bellamy on-street options.** Operating extended bus routes on these corridors would make service less reliable as Kennedy is a busy corridor with consistent high volumes of traffic, and riders would have a longer commute time if service operates on Bellamy due to the shape of the route.
- **Consider not having 954 Lawrence East Express go to Kennedy Station on its route to the future Science Centre Station on Line 5.** The proposed extension of 954 Lawrence East Express from Lawrence Station on Line 3 to Science Centre Station on Line 5 is a good idea, so having this route go to Kennedy Station (i.e. from Lawrence Ave go down to Kennedy Rd and back up on Kennedy Rd to Lawrence Ave) would add additional travel time for those moving east and west across the city.
- **Assess how the options will impact bus line-ups at major connection points, like Kennedy Station.** Traffic on the roads will make buses less dependable and could lead to longer bus lines and wait times at stations. *We agree. There could be 60-70 more buses moving through Kennedy each hour so we will need more space for buses and additional passengers, which means additional bus bays at Kennedy Station and Scarborough Centre Station.*
- **Consider partnership with GO Transit and other transit systems.** Suggestions include connections to GO stops/stations and allowing TTC customers to transfer to the GO network for free and figuring out how GO Transit will interface with increased TTC bus traffic at Scarborough Centre Station. *It is within our scope to engage with Metrolinx to have rapid transit access while we wait for the Line 2 East Extension to begin operating. We're also simultaneously doing a 5-Year Fare Policy analysis which will look at easier ways for people to move between transit agencies. Having a fare concession with GO Transit would require additional funding for daily operation, which we'll need to consider in the evaluation of option*
- **Consider a 'Super Express' option from Scarborough Centre Station to Kennedy Station,** like the previous 903 Kennedy-Scarborough Centre Express without stops in between. This should be informed by an assessment of transit patterns (i.e., if a significant number of customers make direct trips from Kennedy Station to Scarborough Centre).

Feedback about the proposed evaluation framework

- **Add ‘customer safety’ as an evaluation criterion.** Some stops in Scarborough are unsafe and pedestrian injuries can occur when people run for buses. The evaluation should also consider how severe weather, such as heavy snow or rain, can create unsafe conditions. *It’s paramount to us that any option we move forward with meets safety standards. It is important to note that all options presented are equally safe – no option presented would be safer than another.*
- **Add ‘environmental impact’ as an evaluation criterion.** Carbon footprint should be a consideration when evaluating the options, especially considering that Scarborough has some of the highest emissions in the city. Toronto also has commitments to reducing emissions that it must meet. As part of this approach, consider operating emissions-free buses instead of hybrid options.
- **Ensure consistency when implementing an option to replace Line 3 service.** Since the timeframe for when the Line 2 East Extension will become operational, there is a possibility that different replacement services could be implemented. However, participants advised against reverting between multiple options as it would make transit less predictable for riders. *Our plan is to implement and commit to a solution since we’re also talking about investing in infrastructure changes (e.g., converting the Line 3 train guideway or painting red priority lanes). We would not move quickly to change options on customers and the local communities given the infrastructure investments, but we would come up with a monitoring plan and make adjustments to the service as needed.*

Feedback about potential adaptive re use of Line 3 corridor and stations

Participants shared feedback about the potential re-use of the Line 3 corridor and station structures, should they become surplus if an on-street option is chosen.

- **Regardless of use, it’s important that the Line 3 Corridor remain publicly owned.** Participants emphasized that the corridor and station should remain in City ownership and not be sold to private entities, regardless of which option is selected. A participant highlighted that if the corridor is identified as surplus for now, it could still be used for transit in the future (e.g., for bus rapid transit (BRT)). *It is intended to remain in City ownership and not to sell it off. If we choose an on-street option, we’d look to discuss the future uses of it with local stakeholders like yourself.*
- **Consult with local groups who live near and may use specific segments of the corridor,** including communities who live near the station structures. Suggestions include developing a stakeholder advisory group for each area to capture the potential different uses for that section.
- **Some support for active transportation along the Line 3 Corridor.** Suggestions include developing a bike path that would connect from Scarborough Centre Station to Kennedy Station and Downtown, as well as integrating with the existing Scarborough cycling network and other active transportation projects like the Meadoway.
- **Consider using the corridor as a park or greenspace as well as providing affordable housing at the stations** and work in partnership with Housing Now and CreateTO.

- **Line 3 Scarborough is a big part of Scarborough history so consider preserving a train car to celebrate its history.**

Other feedback

Participants shared broader advice about the negative impact of the Line 3 shutdown to Scarborough and public engagement approach for the Line 3 Study.

- **Recognize the shutdown of the Line 3 Scarborough as an injustice to residents**, many of whom are low-income, racialized essential workers who may now experience a significant additional travel time. Suggestions included offering the replacement service for free or at a reduced cost.
- **Consider partnerships with local organizations to better engage with Scarborough residents.** Although reaching out through the councillors is a good first step, it can often skew the kinds of groups the TTC is able connect with. Participants suggested partnering with organizations like Scarborough Civic Action Network and 42Voices to promote the study and survey.
- **Ensure your engagement processes are accessible for Scarborough residents**, including by making sure the survey is easy to read and connecting with users who may not have access to internet. *We did test our survey to make sure it is clear, not overly technical, and that people can understand it. We'll also offer a hard copy of the survey and make it available through mail by request with pre-paid postage so it's of no cost to participants. We will also do in-person pop-ups at Line 3 stations in the next round of engagement so we can talk to people where they are, as long as it is permitted by public health authorities.*

Questions of clarification

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

- **With the goal being a bus every minute, how would the transit signal priority work?** *We'll know better how the transit signal priority would work based on the traffic evaluation work we're doing in partnership with the City. It is possible that if we select an on-street option, we might operate some buses on different routes. Regardless, a bus-a-minute is what is required to ensure capacity and provide enough service for demand.*
- **How will the Line 2 East Extension construction affect the corridor options?** *In our experience, when rapid transit projects have construction activity close to the road, they reduce the lane and roadway capacities. Trying to have a bus-a-minute when a corridor is impacted by construction would not be the best customer experience – which is why we're proposing corridor options that avoid the construction all together by routing through Lawrence and Kennedy or using the existing Line 3 right-of-way.*
- **Is an off-road option feasible?** *We're currently doing a feasibility review of the Line 3 right-of-way and based on the initial work done so far, we think that it would be feasible to operate buses on a retrofitted right-of-way.*
- **How do you plan on engaging residents that don't have access to internet or who don't speak English?** *Our plan, depending on the COVID-19 public health guidance, is to host pop-ups at each of the Line 3 stations in September when the TTC has ideas around*

the options. We know that it's easier to meet people where they are rather than invite them to an online meeting. We're also working with SDFAs to connect with Neighbourhood Planning Tables (which serve Neighbourhood Improvement Areas) to find ways to meet with the [Community Coordination Plan \(CCP\)](#) clusters in Scarborough, as well as host broader focus groups. In terms of communications, the survey platform has a built-in translation function with over 100 languages and we're hoping to get support from local councillors who communicate with residents in multiple languages to get the word out.

- **Are the Hydro One Right-of-Ways being considered?** *We had not been considering the Hydro One Rights-of-Way, since we found they offer the same benefits and considerations as the Line 3 Right-of-Way and on-street options. It can also be difficult to coordinate the different stakeholders required to explore Hydro corridor options – which is why we tend to avoid them.*
- **Does re-use of the Line 3 corridor and stations include the McCowan Yard?** *We have not yet talked about including the McCowan Yard within the scope right now but will aim to share updates as the study evolves.*
- **Will the buses for the extended routes be stored at McNicoll Garage?** *The buses would quite likely come from any of our garages in Toronto, and there would certainly be buses from coming from the McNicoll Garage as well.*

Next Steps

Eric Chu, Manager of Project Development & Coordination at TTC, thanked participants for their time and for their feedback. 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, as well as the presentation. He reminded participants that any additional feedback could be submitted via email to Khly at klamparero@swerhun.com by **July 6** and would be included in the meeting summary. He also encouraged everyone to take the online survey and promote it to their networks.

Attachment 1. Agenda

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

Tuesday, June 29, 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:

- route options and corridor analysis to extend bus service from Scarborough Centre Station to Kennedy Station
- a proposed evaluation framework
- adaptive re-use of Line 3 corridor and stations

Proposed agenda

6:30 Welcome, land acknowledgement, introductions, agenda review

Eric Chu, Scott Haskill, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

6:45 Line 3 Bus Study Overview

Eric Chu, TTC

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

Questions of clarification

7:15 Discussion: route options, corridor analysis, evaluation

1. What are your thoughts on the proposed bus routes to be extended from Scarborough Centre to Kennedy Station? What changes, if any, would you suggest? Why?
2. Do you prefer any of the corridors under consideration? Why?
3. To what extent do you support the proposed evaluation criteria? What changes, if any, would you suggest? Why?

7:55 Discussion: adaptive re-use of Line 3

4. What future use would you most like to see given to the SRT corridor if all or part of it becomes surplus?
5. What future uses would you like to see given to the SRT stations if all or some of them become surplus?

8:25 Wrap up and next steps

8:30 Adjourn

Attachment 2. Participant List

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

1LoveMalvern Transportation Working Group

42 Voices

83 Borough Drive

A Voice for Transit

Access Alliance/Scarborough Cycles

Advisory Committee on Accessible Transit

Agincourt Community Services Association (ACSA)

Agincourt Village Community

Association/Community Associations of Northern Scarborough

Atlantic Packaging

C.D. Farquharson Community Association

Canada Correctional Services (2240 Midland Ave)

Canadian Tamil Youth Alliance

Canadian Urban Institute

Canadian Urban Transit Association

CANBIKE

CareFirst

Cedar Ridge Community Association

CEE Centre for Young Black Professionals

Centennial College Student Association Inc.

Centennial Community and Recreation Association

Centre of Immigrant and Community Services

Chinese Cultural Centre of Greater Toronto

City Youth Council of Toronto

CivicAction

Cliffrest Scarborough Village SW Residents Association

CodeRedTO

Confederation of Resident and Ratepayer Associations in Toronto (CORRA)

Connect Sheppard East

ConnectScarborough

Coronation Community Association of West Hill

Curran Hall Community Association

Cycle Toronto

Dorset Park Neighbourhood Association

East Scarborough Boys and Girls Club

East Scarborough Storefront/Centre for Connected Communities

Fair Fare Coalition (TTCriders Committee)

Family Services

Fieldstone Commons Care Community

Glen Andrew Community Association

Guild Renaissance Group

Guildwood Village Community Association

Heathwood Ratepayers Association

Highland Creek Community Association

Kennedy Road BIA

Kevric Real Estate Corporation Inc.

Lakeview Homes' Residents

Malvern Action for Neighbourhood Change

Malvern Community Coalition

Malvern Family Resource Centre

Maytower Condos

Midland Park Community Association

Mornelle Court Residents Action Coalition

Municipal Transit Solutions

North Bendale Community Association

Ontario Coalition Against Poverty

Oxford Properties (Scarborough Town Centre)

Pathways Canada

PointA

Polycultural Immigrant & Community Services

Real Torontonians Dig Subways

Residents Rising Community Association

Richmond Park Community Association

Rosewood Taxpayers' Association

Rotary Club of Scarborough

Ryerson City Building Institute

Scarborough Bluffs Community Association

Scarborough Business Association

Scarborough Campus Students' Union

Scarborough Centre for Healthy Communities

Scarborough Civic Action Network (SCAN)

Scarborough Community Garden

Scarborough Community Renewal Organization (SCRO)

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

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

Attachment 3. Post-Meeting Feedback

Following the meeting, Swerhun Inc. received one additional feedback from a participant over email.

Emailed submission #1, July 6, 2021

See next page for complete, unedited submission.



July 6, 2021

Toronto Transit Commission Board and Staff
Toronto Transit Commission Head Office
1900 Yonge St, Toronto, ON M4S 1Z2

RE: Line 3 Bus Replacement and Corridor Adaptive Re-use Study

Dear TTC Chair, Board, Staff and Swerhun Inc.

TTCriders is a membership-based organization of transit riders in Toronto.
Scarborough Transit Action is a coalition of transit advocacy volunteers in Scarborough.

The Scarborough Rapid Transit (SRT) has been a vital transit line in Scarborough for decades. While it has its faults, residents have come to depend on it.

Once the SRT decommissions in 2023, it will leave its 35,000+ riders who depend on its service each and every day stuck on buses. This is simply not fair for Scarborough transit riders who have been deprived of any new transit infrastructure expansion for over 40 years.

To ease this transition, **TTCriders** and **Scarborough Transit Action** request TTC staff to study repurposing the entirety of the SRT corridor for Bus Rapid Transit (BRT). This option experiences no traffic and would mimic the speed and efficiency of the current trains. If this requires the procurement of land adjacent to the corridor to allow for buses to pass through, then so be it. Though, if not possible, we request portions of it be converted for BRT where sensible. If only on-street bus service is possible, buses must be prioritized with signal priority and dedicated lanes so that they do not get stuck in traffic.

Moreover, we request **the entirety of the Transit Corridor, including McCowan yard be retained and NOT SOLD OFF**. The demolition of the SRT corridor, and subsequent selling of the land would be disrespectful to the residents who had to put up with more than a decade of transit delays. The City should take this opportunity to create something beautiful and open for the community to use. It could be turned into a wonderful art installation, or a refreshing rail deck park and trail, similar to

TTCriders: A voice for transit users

info@TTCriders.ca | 720 Bathurst St., Toronto, ON, M5S 2R4

those found in New York. It is a valuable piece of land that should not be given up at any costs without community consultations. Alternatively, McCowan yard could be redesigned as an interim Electric or Hybrid-Electric bus garage to support the buses procured for this replacement. Regardless of how this redevelopment takes form, it should be reflective of the needs of residents..

The future BRT, whether along the SRT corridor or on-street bus lanes (similar to the Eglinton East RapidTO lane), should utilize zero-emission Hybrid-Electric or fully Electric buses. With Scarborough streets already crowded with buses, the 63 planned buses per hour will add congestion to the on-street portions and create additional noise pollution for those residing near the proposed corridor(s). Electric buses will assist in reducing the climate pollution caused by idling buses, and noise pollution which is a serious issue from the older buses in the current TTC fleet.

With the current Bus Replacement proposal, several bus routes will be extended from the current terminus of Scarborough Centre station to Kennedy station. While this will remove the transfer at Scarborough Centre, we fear this will result in unreliable schedules and large headways between buses, as currently seen on longer routes such as the 54 Lawrence East. To remediate this, additional buses and service hours should be scheduled when needed.

This bus replacement will be overcrowded and may become inaccessible to some residents. To ensure alternative connections are available, implementing a free GO-TTC transfer would benefit riders. A single GO train can carry several times more people than a bus. However, taking GO Transit is unaffordable for many Scarborough residents. GO Trains on the Stouffville and Lakeshore East line have a lot of unused capacity. Increasing local service on both GO lines and allowing riders to transfer between GO and TTC for free will reduce the need for one bus every minute.

The Scarborough Rapid Transit was a line many residents depended on. While its loss will be felt amongst the community and transit commuters in Scarborough, we hope you will take our recommendations into consideration to ensure the corridor stays open to the public and the replacement is efficient, effective and considerate for all who ride it.

Sincerely,

Zain Khurram
TTCriders



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



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

Wednesday, July 21, 2021

9:15 – 10:00 am

Meeting held online

Overview

On Wednesday, July 21st, 2021, the TTC participated in the South Scarborough Community Cluster meeting to share and seek feedback about the Line 3 Bus Replacement and Corridor Adaptive Re-use Study (Line 3 Bus Study). This meeting was organized with City of Toronto's Social Development, Finance & Administration's team leading the South Scarborough Community Cluster.

Over 19 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 three sections:

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

Consider other on-going and future development projects when planning changes to bus service in Scarborough. There are a lot of other redevelopment and future infrastructure projects planned for Scarborough, and these needs to be taken into consideration to avoid conflict and provide good overall customer experience on public transit.

Provide more clarity on how the bus replacement of Line 3 will accommodate ridership demand and ensure service will be physically accessible, including those with mobility devices, strollers, service animals, etc.

Provide more information on how the Line 2 East Extension is related to plans for Line 3 bus replacement, including timelines, service alignment, and impacts to the community.

Consider re-using Line 3 infrastructure for urban agriculture and community garden uses.

Detailed feedback and questions of clarification

Most of the discussion focused on questions of clarification, with table members also sharing feedback and advice. Responses provided by TTC at the meeting are in *italics*.

Routing and construction impact

- **Consider other on-going redevelopment projects and car traffic.** Line 3 bus replacement planning should consider the many other redevelopment projects happening in Scarborough right now, as well as increased car traffic due to the shift in people's travel behaviour during the pandemic. *The TTC said it understands car traffic is an important consideration and will work with the City on strategies to consider it in the process.*
- **Will the replacement buses stop at all bus stops or only major intersections?** *The TTC said its current plan is to have buses stop at major intersections, similar to existing Line 3 stations, but it is open to considering other locations subject to public feedback.*
- **If the selected corridor for the Line 3 bus replacement is the Line 3 Right-of-Way, what degree of disruption will the community experience?** *TTC said it does not know the answer yet since its engineers are reviewing what's involved in removing the railway including how long it would take and how much it would cost. It would likely take months to convert it to a corridor suitable for bus operations. If TTC does select the Line 3 Right-of-Way option, buses would still need to operate on streets for a short duration during the construction period to convert the infrastructure for bus use. During actual operation, the impact of the buses using the right of way would be similar to trains that operate on the right of way today.*

Capacity and accessibility

- **How will additional ridership be accommodated on buses?** *TTC said it knows a challenge with bus replacement will be moving a large number of customers with minimal*

disruption on people's travel. Bus service gives the TTC more flexibility to add capacity than the current train service, and it will push for transit priority to separate bus and road traffic.

- **How are you going to ensure accessibility for people using mobility devices, strollers, and service animals in this bus replacement plan?** *TTC said it will look into any infrastructure updates needed to make sure service is accessible. If an on-street corridor option is selected, bus stops will be fully accessible and will have enough space for the bus ramps. Since some Line 3 stations are partially inaccessible (Lawrence and Ellesmere Stations), the replacement bus service will serve stops that are more accessible than current train service.*

Line 3 adaptive re-use

- **Consider re-using the Line 3 infrastructure for urban agriculture.** Local organizations and the community have identified spaces for urban agriculture and community gardens as a need in Scarborough, and it is hard to find usable spaces in Scarborough since most open space land is owned by Toronto Hydro.

Connection with other future infrastructure projects

- **What is the final plan for the Line 2 East Extension, and how closely does the planned extension match any of the bus replacement options?** *TTC said the Line 2 East Extension will have three stops (Lawrence, Scarborough Centre, and Sheppard East) and follow an alignment along McCowan Rd. McCowan Rd is one of the corridor options we are exploring for bus replacement, so that option most closely matches the planned extension. No matter the plan for Line 3 bus replacement, the TTC will make permanent bus route changes when the Line 2 East Extension opens in 2030.*
- **How long will the transition take between the Line 3 shut down and the new Line 2 opening?** *TTC said Line 3 bus replacement service will start in 2023, though the exact date is currently unknown. TTC will run the bus replacement service until the Line 2 East Extension opens, which right now is scheduled to open in 2030, so it would run for seven years. The construction of Line 2 East Extension is managed by the Province, so TTC cannot confirm on its exact opening date.*

Next Steps

Eric Chu, Manager of Project Development & Coordination at TTC, thanked participants for their feedback. He said this meeting will not be the only touchpoint about this study and the TTC would like to speak with them again in the next round of engagement. He also asked participants to help get the word out about the study. 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 Saida Osman, 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 South Scarborough Community Cluster

Wednesday, July 21, 2021

9:15 – 10:00 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

9:15 Introductions & agenda review

Eric Chu, Scott Haskill, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

9:20 Line 3 Bus Study Overview

Eric Chu, TTC

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

9:35 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)?

10:00 Wrap up



TTC Line 3 Bus Replacement and Corridor Adaptive Re-use Study Focus Group with Resident Members of Scarborough Neighbourhood Planning Tables Summary

Thursday, July 29, 2021
6:30 – 8:30 pm
Meeting held online

Overview

On Thursday, July 29th, 2021, the TTC hosted a focus group with resident members of the two Neighbourhood Planning Tables (NPTs) in Scarborough – Kennedy Eglinton Progressive Engagement Collaborative and Southeast Scarborough Planning Table. The purpose of the meeting was to share and seek feedback about the Line 3 Bus Replacement and Corridor Adaptive Re-use Study. See Attachment 1 for the Agenda. Three 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.

This focus group, part of the TTC's first round of public and stakeholder engagement on the Line 3 Study, was one of several ways the TTC worked to bring an equity lens to its engagement process by consulting with customers who are residents in Neighbourhood Improvement Areas served by Line 3. Recruitment of participants for the focus group was done in collaboration with the City of Toronto's Social Development and Finance Administration Division. The recruitment process involved sending an email to the resident members of the two local NPTs about the focus group and asking those who are interested in joining to complete a brief online form. To support and these residents' participation, TTC offered a pre-loaded PRESTO card with \$50 value as an honorarium. Eligible participants were selected if they met both of the following criteria:

- **They self-identified as being a resident member of one of the two NPTs** to ensure participants had been previously identified by the City as people who might experience barriers to participating in engagement processes.
- **They self-identified as not belonging to another stakeholder group engaged in this process** in an effort to engage a broad range of perspectives in the engagement process.

Swerhun Inc. prepared this meeting summary. A draft of this 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 its [project website](#).

This summary includes three sections:

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

Key themes in the feedback shared at the meeting

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

Preference for Line 3 Right-of-Way as the corridor to operate the bus replacement service. There was consensus amongst all three participants that the Line 3 Right-of-Way is the best corridor option as it would utilize an existing infrastructure that is separate from other road traffic. Since participants were from south Scarborough, near Kennedy Station, they had no opinion on the proposed extended bus routes from Scarborough Centre Station.

Overall support for the proposed framework for evaluating the routing and corridor options. Participants expressed support for the evaluation criteria and highlighted that impact to the community is an important consideration. No new criteria were added but a participant said equity considerations should go beyond assessing vulnerable populations by geography (i.e. if they live in Neighbourhood Improvement Areas). Defining vulnerability by geography may inadvertently miss populations who live outside of NIAs but are still part of vulnerable communities, including those with low-income who are renting rooms, basements, and houses in areas outside of NIAs.

Re-use Line 3 stations and corridors as interesting spaces where the community could gather, meet, and socialize. If Line 3 bus replacement service does not operate on Line 3 Right-of-Way, participants would like to see the stations and corridors become neutral gathering spaces for the community, as well as a space where events and festivals could be held.

Make bus stops more accessible by keeping the distance between stops shorter. Participants said bus stops have been removed as part of RapidTO on Eglinton Avenue East which has resulted in longer walks between stops. They said this is an issue especially for those carrying heavy loads and those who have mobility issues.

Many questions about the shutdown of Line 3 Scarborough and the details of Line 3 Bus Study. Throughout the discussion, participants asked questions of clarification about the details of the Line 3 shut down. Participants know there are issues with Line 3, but there were different understandings as to why the line will be decommissioned. Participants were also initially unclear on whether there is still room for discussion to keep or shut down Line 3. With many different transit developments happening in Scarborough, it will be important to clearly explain the potential next steps and how it relates to other ongoing and future developments.

Detailed feedback

Summarized below are participants thoughts on the emerging ideas for the route options and corridor analysis, proposed evaluation criteria, and potential re-use of the Line 3 corridor and stations.

Corridor and route options

- **All participants preferred the Line 3 Right-of-Way for operating the bus replacement service.** Operating buses on the Line 3 Right-of-Way would make the connection to Kennedy Station simpler. Given the existing traffic conditions on major roads in

Scarborough, including Kennedy Rd and Eglinton Rd, all three participants expressed support for operating buses on Line 3 Right-of-Way.

- **No opinion on the extended bus routes.** Participants live close to Kennedy Station so they do not have an opinion on the bus routes proposed to be extended from Scarborough Centre to Kennedy Station.

Evaluation criteria

- **Support for the evaluation criteria.** Participants said the criteria TTC is considering are sufficient and make sense.
- **Impact on the community should be an important consideration.** Participants said that it will be important for TTC to consider the impact on the community when determining which corridor option to operate the bus replacement. Participants understand that there will be inconveniences but efforts should be made to minimize the impact to riders as much as possible.
- **Re-evaluate who is considered to be part of the vulnerable population when assessing equity considerations.** Participants had questions on who is considered vulnerable. They suggested to not define vulnerability based on geography alone, as there are areas in Scarborough that may not be part of Neighbourhood Improvement Areas (NIAs) but still have vulnerable populations. For example, neighbourhoods where 129 McCowan, 131 Nugget, and 133 Neilson buses operate have many vulnerable people renting rooms, basements, and houses who may not be captured when assessing the impact to vulnerable populations. They suggested looking at populations that often fall through the cracks.

Adaptive re-use of Line 3 stations and corridor

- **If Line 3 stations become a surplus, turn the stations into community gathering spaces.** Participants suggested re-using the stations as a hub or a café where people can meet on neutral ground.
- **If the Line 3 corridor becomes surplus, turn it into an open park where people could socialize, gather, and host events, festivals, and bands.** They also said that making it a tourist attraction like the High Line in New York is an interesting idea.

Other feedback

- **Keep the distance between bus stops shorter.** Participants raised issues with the removal of bus stops, especially with the introduction of the dedicated bus lanes along the RapidTO corridor on Eglinton-Kingston-Morningside, resulting in longer walks between stops. They were concerned that the removal of stops creates accessibility challenges, particularly for senior transit riders who may be carrying heavy loads.
- **Improve bus stop waiting areas by providing covered shelters.** Bus stops with no shelters are also a concern as they expose transit riders to the elements.
- **Provide more frequent transit service along Lawrence Avenue East to serve more marginalized communities.**
- **Explore ways to make taking public transit more financially accessible.** Participants shared a few suggestions, including:

- extend the 2-hour transfer time by half an hour or more as completing a trip could take longer than two hours due to the need for multiple transfers and unforeseen events or inclement weather prolonging travel times
 - consider having one day every week or two where people could ride the bus for free – this free day would be especially helpful for low-income riders or those who are on social assistance who barely have enough money for transit after paying rent and groceries
 - look into potentially expanding existing City programs that offer free monthly passes to low-income riders
- **Suggestions for how to reach local transit riders about future engagement processes:**
 - Put up flyers in shopping areas, grocery stores, and community boards of apartment buildings
 - Notify participants already engaged through the process via email, including the focus group participants, so they can spread the word to their friends and families
 - Drop flyers in mailboxes
 - Phone blast

Next Steps

Eric Chu, Manager of Project Development & Coordination at TTC, thanked participants for their time and feedback. He reminded participants that there will be another round of engagement and TTC would like to continue these conversations with them in the next round. Khly Lamparero, independent facilitator, committed to sharing a summary of the meeting in draft with participants for their review before finalizing to ensure accurate representation of feedback shared at the meeting. She also committed to following up with participants about details on how honorarium for their participation will be received.

Attachment 1. Agenda

TTC Line 3 Bus Study Focus Group with Resident Members of Scarborough Neighbourhood Planning Tables

Thursday, July 29, 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:

- route options and corridor analysis to extend bus service from Scarborough Centre Station to Kennedy Station
- a proposed evaluation framework
- adaptive re-use of Line 3 corridor and stations

Proposed agenda

6:30 Welcome, land acknowledgement, introductions, agenda review

Eric Chu, Scott Haskill, TTC

Khly Lamparero, Facilitator, Swerhun Inc.

6:45 Line 3 Bus Study Overview

Eric Chu, TTC

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

Questions of clarification

7:15 Discussion: route options, corridor analysis, evaluation

1. What are your thoughts on the proposed bus routes to be extended from Scarborough Centre to Kennedy Station? What changes, if any, would you suggest? Why?
2. Do you prefer any of the corridors under consideration? Why?
3. To what extent do you support the proposed evaluation criteria? What changes, if any, would you suggest? Why?

7:55 Discussion: adaptive re-use of Line 3

4. What future use would you most like to see given to the SRT corridor if all or part of it becomes surplus?
5. What future uses would you like to see given to the SRT stations if all or some of them become surplus?

8:25 Wrap up and next steps

8:30 Adjourn