

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: April 24, 2013

SUBJECT: PAPE STATION CLOSURE SURVEY

INFORMATION ITEM

RECOMMENDATION

It is recommended that the Board receive this report for information.

FUNDING

The recommendation of this report does not have any financial impact.

BACKGROUND

Since 2009, work on the Pape Station modernization has been ongoing to build a second exit to increase passenger safety and convenience, make the station accessible to all customers by adding elevators and sliding doors and improving wayfinding, upgrading station finishes including public art, providing bicycle parking, and improving lighting and security.

TTC staff discussed with the local councillor, Mary Fragedakis, the possibility of closing Pape Station for 12 days straight or six weekends to complete the construction by September, or doing nothing and complete the entire station by the end of 2013. Councillor Fragedakis asked TTC to survey the community to determine what the public would prefer.

DISCUSSION

TTC staff conducted a survey on www.ttc.ca from April 9 – April 17 to assess the community's opinion on the potential temporary closure of Pape Station this spring.

Temporarily closing the station will enable TTC's contractors to undertake intensive work on the walls, stairs and ceiling finishes and complete construction within the station by September 2013. Continuing the work while the station remains open and accommodating TTC customers would mean construction of the main station would not be completed until December 2013. In either case, the second exit, located a block away from the main station building at the east end of Lipton Avenue, will be completed by the end of 2013.

Survey respondents were presented with three options and asked to select one of:

1. Close the station for six consecutive weekends
2. Close the station for 12 days straight
3. Do not close the station (continue with current schedule).

Respondents were informed that in the event the station is closed, trains will not stop at Pape Station. Shuttle bus service will be offered, and buses will be rerouted to neighbouring stations. We will notify customers in advance of any changes to service.

The public was invited to participate in the online survey using the following methods:

- Ads in East York Mirror and Greek Press
- Postcard distribution at Pape Station
- Postcard mail drop within 500 metres (approx.) of Pape Station – Wards 29 & 30 (7000 postcards mailed)
- Postcards hand-delivered to Lipton Avenue and Gertrude Place (streets immediately north and south of the station); and to businesses and residents on Pape Avenue in the vicinity of the station
- TTC website and via social media

In addition, the survey resulted in positive media coverage, including articles in The Star and Torontoist, a story on Global News, and an interview on CBC's Metro Morning. The postcard, ads, web content and survey are attached. The survey results will be provided to the Board at its meeting on Wednesday, April 24, 2013.

CONCLUSION

The Pape Station closure survey was a very successful outreach campaign and allowed TTC staff to engage the community to obtain information and feedback on this important project. Decisions about next steps, based on survey results, will be communicated to the community, customers and public in the next few weeks.

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03-06-000103638

- Attachments:
1. Postcard
 2. Advertisement
 3. Web Content
 4. Survey

Should Pape Station temporarily close to finish construction faster?

Let us know what you think!



Castle Frank



Broadview



Chester



Pape



Donlands

papesurvey.ttc.ca

Until April 17, 2013



In order to finish construction on Pape Station and return your station to you and your community earlier, we are proposing temporarily closing the station this spring.

Construction end date with station closures:
September 2013

Construction end date with station remaining open: **December 2013**

Note that in the event the station is closed, trains will not stop at Pape Station. Shuttle bus service will be offered, and buses will be rerouted to neighbouring stations. We will notify customers in advance of any changes to service.

Options:

- 1. Close the station for six consecutive weekends**
- 2. Close the station for 12 days straight**
- 3. Do not close the station (continue with current schedule).**

Please visit papesurvey.ttc.ca and share your opinion.



TORONTO TRANSIT COMMISSION

Should Pape Station temporarily close to finish construction faster?

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Broadview



Chester



Pape



Donlands

papesurvey.ttc.ca

Until April 17, 2013



Customer Surveys

Pape station construction

Help us speed up construction at Pape Station

There are no major disruptions at this time.



If you travel through, live or work near Pape Station, you can't help but notice that we've been doing some work there. In fact, TTC is modernizing and expanding Pape Station to improve service to customers:

- Accessibility improvements such as elevators, accessible fare gates and automatic sliding doors
- Upgraded lighting, station finishes and landscaping, public art and bicycle parking area
- Expanded station building and enclosed bus waiting area
- Second exit for customer convenience and safety

Under the current construction schedule, work will take place over several months while the station stays fully operational. In an effort to speed up the work, we are considering temporarily closing the station this spring, either over several weekends or for 12 days straight, returning your station to you and your community sooner.

We anticipate that temporary shutdown(s) would enable us to complete construction within the station by September 2013, whereas continuing the work while the station remains open would mean construction of the main station would finish by December 2013. In either case, the second exit, located a block away from the main station building at the east end of Lipton Avenue, will be completed by the end of 2013.

Because we know that all options will impact customers and the local community, we want your input. Here are the options:

1. Close the station for 6 consecutive weekends
2. Close the station for 12 days straight
3. Do not close the station (continue with current schedule).

Note that in the event the station is closed, trains will not stop at Pape Station. Shuttle bus service will be offered, and buses will be rerouted to neighbouring stations. We will notify customers in advance of any changes to service.

Please spend a few minutes and take the [Pape Station survey](#) and let us know what is best for you.



See where \$10.75 can take you

Whether you are travelling alone, as a pair, or as a family or group, the TTC Day Pass gives you unlimited one-day travel on all regular TTC services.

[Day Pass](#)



Connect with us every day.

You can plan your trip, get up-to-the-minute service information through e-alerts, and know for certain when the next vehicle will arrive at your stop with our online services.

[Connect With The TTC and Stay Informed](#)

[Email this page to a friend](#)

[Back to top of page](#)

Pape Station Construction Survey

Thank you for taking the time to complete this survey. It will only take a few minutes.

1. How often do you use Pape Station? (Check one)
 - a. Daily
 - b. Weekly
 - c. Occasionally
2. When are you most likely to use Pape Station?
 - a. Weekday peak hours
 - b. Weekday off-peak hours
 - c. Weekends
3. How do you usually get to and from the station?
 - a. Walk
 - b. Transfer with a connecting bus
 - c. Bicycle
 - d. Car
4. Why do you use Pape Station? (check all that apply)
 - a. It's my home station
 - b. To get to stores and restaurants
 - c. To get to work
 - d. To get to school
 - e. To transfer to a bus

In order to finish construction of the main station at Pape and return your station to you and your community earlier, we are proposing temporarily closing the station this spring. We anticipate that temporary shutdown(s) would enable us to complete construction within the station by September 2013, whereas continuing the work while the station remains open would mean construction of the main station would finish by December 2013. In either case, the second exit, located a block away from the main station building at the east end of Lipton Avenue, will be completed by the end of 2013.

Please tell us which of the following options you prefer: [OPTION: Please rank the following in order of preference:]

5. OPTION 1: Close the station for six consecutive weekends
6. OPTION 2: Close the station for 12 days straight
7. OPTION 3: Do not close the station (continue with current schedule)
8. OTHER:

Please provide your postal code (optional).

Any other comments [OPEN]

Pape Survey Results

TTC conducted a survey on www.ttc.ca from April 9 – April 17 to assess the community's opinion on the potential temporary closure of Pape Station this spring, which will enable TTC's contractors to undertake intensive work on the walls, stairs and ceiling finishes and complete construction within the station by September 2013. Continuing the work while the station remains open and accommodating TTC customers would mean construction of the main station would not be completed until December 2013. In either case, the second exit, located a block away from the main station building at the east end of Lipton Avenue, will be completed by the end of 2013.

Survey respondents were presented with three options and asked to select one of:

1. Close the station for 6 consecutive weekends
2. Close the station for 12 days straight
3. Do not close the station (continue with current schedule).

More than 3000 people responded to the survey, and the results show an overwhelming preference for closing the station to expedite construction. Of a total 3230 responses (2842 completed surveys), 85% opted for a temporary closure, including more than half preferring the option of closing the station for 12 days straight. Only 14.6% preferred to remain with the current schedule or recommended another option.

Survey totals		
Option	Responses	%
Six consecutive weekends	943	33.2
12 days straight	1485	52.3
Keep it the way it is currently	402	14.1
Other	12	<1
TOTAL	2842	100

In fact, preferences remained consistent across every category of respondent. The data was analyzed according to what time of day riders used that station, how they got there, the purpose of their trip, and how close they live to the station. In each case the 12-day option was the preferred choice, even when it did not receive an outright majority.

The survey was a very successful outreach tool for the TTC. The majority of respondents, including those who live closest to the station and those who use it most frequently, prefer the option of closing the station for 12 consecutive days. As a result of the community's feedback and support for a 12-day closure, the TTC will undertake this accelerated work. Within the next few weeks, the TTC will communicate closure dates and its alternate transportation and bus diversion plan for customers.



Pape Station Construction Survey: Summary of Results

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ARGYLE
COMMUNICATIONS

Introduction

This report analyses the results of a survey of regular users of Pape Subway as well as local residents performed by the TTC. It asked respondents to express a preference for different options for closing the station to expedite construction. Our analysis demonstrates that the response is overwhelmingly in favour of the proposed closure. Fully 85% preferred closing the station, and a clear majority of 52.3% of all respondents preferred the option of closing the station for twelve consecutive days rather than for six weekends. Our cross-tabulation revealed a similar result in every category (time of day, trip purpose, residence etc.) with some variation, but all within the broader consensus. For example, among local residents the result was within a few percentage points of the overall results in every category.

Background

The TTC is modernizing and expanding Pape Station to improve service to customers. Work currently underway includes:

- Construction of a second exit that will improve safety by making it faster and easier to leave the station in case of a fire or other emergency;
- Accessibility improvements such as elevators to all levels, accessible fare gates and automatic sliding doors that will provide a barrier-free path to all levels of the station;
- Improved signage, upgrading of station finishes, enhanced landscaping and bicycle parking;
- Expanded station building and enclosed bus waiting area; and
- Lighting and security upgrades at all station levels.

Work has been taking place in stages since 2009, and is scheduled to be finished by the end of 2013.

The current construction schedule proposes having work take place over several months while the station stays in service. This involves temporary disruptions, such as stair closures, as well as noise and construction while customers are using the station.

In an effort to speed up the work, TTC Engineering, Construction & Expansion proposed adjusting the construction schedule to complete the work more quickly and efficiently. The proposals put forward were:

1. Close the station for six consecutive weekends.
2. Close the station for 12 consecutive days.
3. Do not close the station (continue with current schedule).

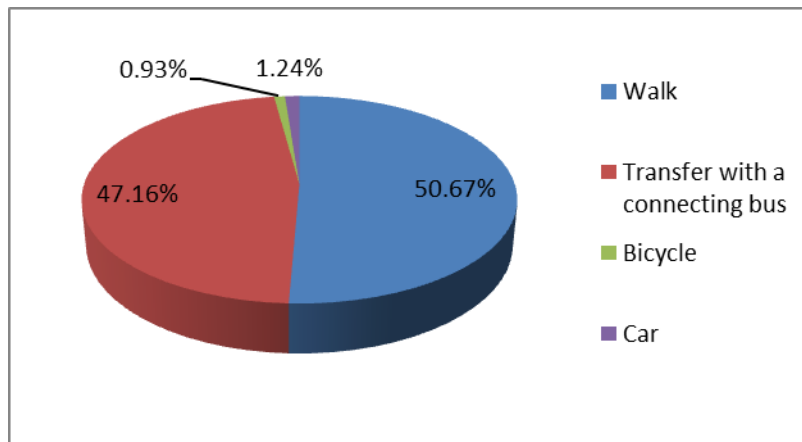
From April 9 through April 17, 2013 the public was invited to provide input into the decision through an online survey. The survey was promoted through a postcard delivered to approximately 7000 households in the vicinity of the station and distributed at the station itself, and advertisements on Facebook and in community papers. It also received extensive news coverage including daily papers, television, radio and prominent blogs such as Torontoist and Transit Toronto.

Discussion

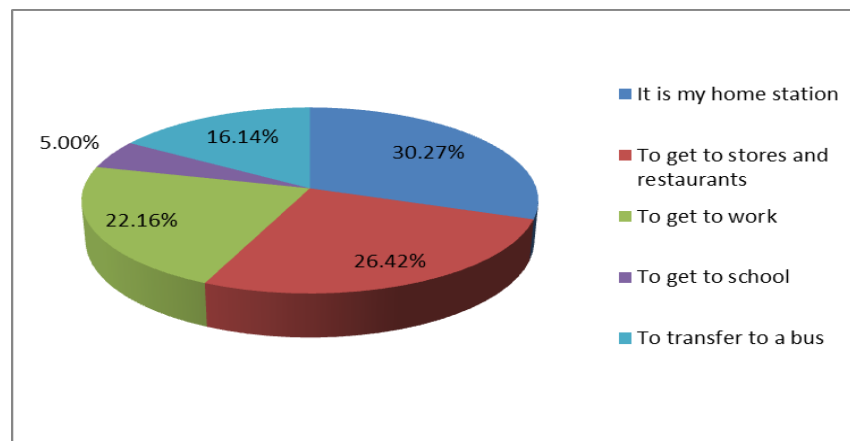
The results show an overwhelming preference for closing the station to expedite construction. There were 3230 total responses and 2842 completed surveys, as well as several hundred who did not complete the survey. Of the complete surveys only 14.6% preferred to remain with the current schedule or recommended another option.

Survey totals		
Option	Responses	%
Six consecutive weekends	943	33.2
12 days straight	1485	52.3
Keep it the way it is currently	402	14.1
Other	12	<1
	2842	100

Fully 54.8% of respondents were weekday peak riders, with the rest divided among weekday off-peak (24.7%) and weekend (20.5%). The majority of respondents indicated that Pape Station was their home station, but a considerable portion of participants also use the station to visit local shops or as a means of commuting to work. Respondents were roughly split among those who walked or took a bus to the station, with less than 3% driving or biking to the station.



The variety of purposes for using the station was pronounced. While local residents were the largest group at almost one-third of respondents, riders visiting stores and restaurants, transferring to buses or travelling to work and school were all well-represented.



When the data was cross-tabulated, the preferences remained consistent in every category. While the preference for a longer closure was still overwhelming, there were some groups where the preference for the 12-day option was less pronounced. The data was analyzed according to what time of day riders used that station, how they got there, and the purpose of their trip. In every case the 12-day option was preferred, even in cases where it did not receive an outright majority. The closest category was among riders using the subway to get to work, among whom 46.4% preferred weekend closures and 48.8% preferred the 12-day option.

To gauge local opinion, a deeper analysis was made of respondents who volunteered their postal codes and live in those beginning with M4K and M4J. These represent the areas bordered by the Don Valley on the north and west, by Coxwell Avenue on the east, and by the Canadian Pacific tracks and Gerrard Street East to the south. Among local residents, the preferences stayed within a few percentage points of the overall result.

Local residents		
Option	Responses	%
Six consecutive weekends	325	34.7
12 days straight	467	49.9
Keep it the way it is currently	144	15.4
Other	0	0
	936	100

Other suggestions for closure

Some respondents provided alternate suggestions for closure. Some of these included:

- Closure during the night and construction overnight.
- Having the station open during peak periods only, reduced hours.

- Closing the bus loop but maintaining subway platform access through the main entrance.

Additional comments

Respondents were given the opportunity to provide additional comments with their survey responses. The general topics covered in responses included:

- Issues with survey questions not being representative of all scenarios (such as there being no option for getting to the station by subway).
- Some respondents provided their reasoning for the option they chose.
- There were concerns and questions about construction to date, including neighbourhood disruption and questions about materials used.
- Several respondents had concerns about the timeline to date, and many asked why the project was delayed, requesting an official response on the matter. There was also criticism of the timeline.
- Some expressed concerns that closing the station would limit access to local businesses, including a local medical clinic.
- Many respondents stressed the importance of completing the station on time regardless of which of the options is chosen.

It should be noted that, because it was open to the public and not limited to a controlled sample, the survey cannot be considered statistically accurate. The facts that the results remained consistent across all categories and that there was no evidence of an organized effort to skew the results suggest that it can be taken as a reasonable gauge of public sentiment.

Conclusion

Allowing the public to have direct input into this decision was very well received and the level of interest and response very good. Public and media responses were overwhelmingly neutral or positive. The criticism received addressed mostly the time construction has previously taken as well as unrelated comments regarding other aspects of TTC operations. The survey was successful and could be effectively used again in the future.

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