

Allen Road-Eglinton West Station Public Consultation Report Open House & Online Consultation #1

March 2, 2012

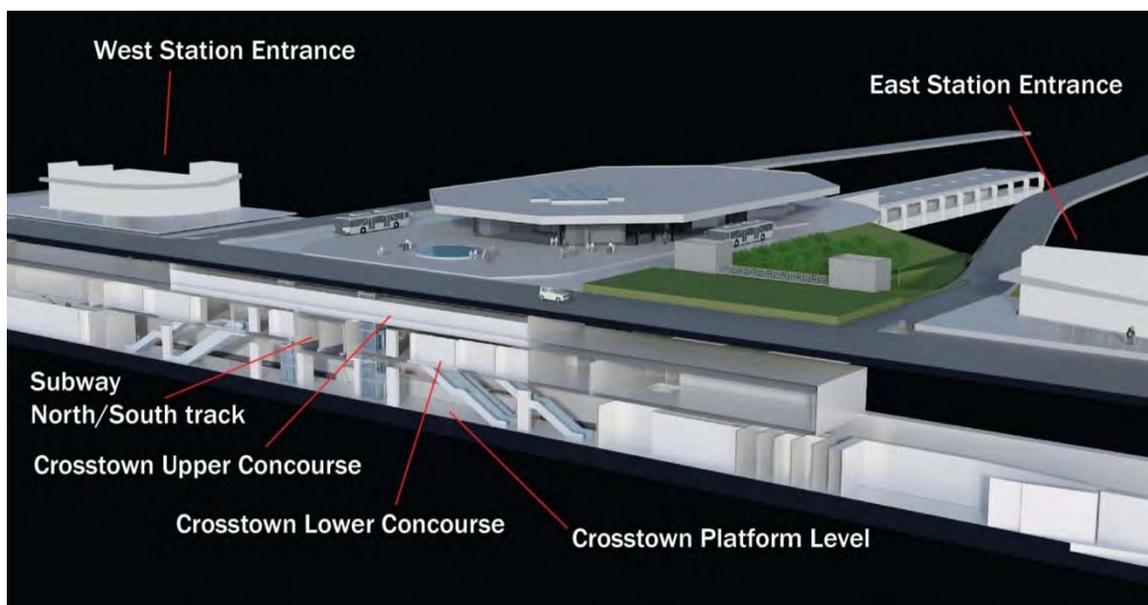


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1. Executive Summary

On Wednesday, February 2, 2012 the Toronto Transit Commission (TTC) and Metrolinx held a Public Open House at Beth Sholom Synagogue, steps from Eglinton West Station, to unveil the preliminary design of Allen Road-Eglinton West Station. On the same day, an online consultation launched on the Crosstown website where the display boards were posted along with questions for those who were unable to attend the Public Open House. The online consultation ran from February 2 until February 16, 2012.

The purpose of this consultation was to identify key issues of public interest regarding the preliminary design of Allen Road-Eglinton West Station. This forum provided an opportunity for the TTC and Metrolinx to obtain feedback early in the planning process before any firm architectural concept is finalized.

1.1 Summary of Consultation Methods

The two primary methods used to engage the community and gather information during this consultation included the Open House and an online questionnaire. The February 2nd Open House event attracted approximately 158 residents and transit riders, many of whom provided input and voiced recommendations to the attending staff. Fifty-three attendees completed a written questionnaire (see Appendix B).

The TTC and Metrolinx team heard and discussed the concerns and ideas of area residents over the course of the two-hour meeting, with staff members documenting discussions and input throughout. City Planning staff fielded questions about future development at Allen Road-Eglinton West and the future land use study on Eglinton.

The online consultation was promoted (along with the Open House) as an alternative to attending the event in person. It featured several rating questions relating to station design as well as open-ended questions for written, detailed feedback. Visitors to The Crosstown website could also access the same slideshow used in the Open House as well as an accessible text summary version. The online consultation ran from February 2 until February 16, 2012; 36 people participated in the online consultation.

1.2 Summary of Comments Received

A summary of the most common issues raised during the Allen Road-Eglinton West Station Open House and online consultation is presented below, with detailed comments provided in section 3. In addition to station-specific recommendations, many commented on their overall support for the project. Although design and construction concerns were expressed, 90.6% of those surveyed either strongly or somewhat agreed that The Crosstown would be “good for their neighbourhood and for Toronto” (84.9% strongly agreed).

Station Design

Support was expressed for the planned underground walkway between the two future station entrances on the north side of Eglinton to enhance pedestrian safety. Many supported the addition of an elevator to the eastern entrance. Participants expressed concern about the need for a pick-up and drop-off area and parking at the station. Others discussed the importance of aesthetically pleasing artwork and modern finishes. Several expressed a desire for the station design to fit in with the surrounding neighbourhood.

South Station Entrance

Many participants raised the need for a station entrance on the south side of Eglinton Avenue for accessibility reasons, prior to long term future development at the Police Station parking lot. Many expressed concern about existing pedestrian safety and future jay-walking if there is no south entrance when the Crosstown opens.

There were differing opinions expressed regarding the best location for a south-side station entrance. Suggestions included: in Ben Nobleman Park (which was the most common), at the Police Station parking lot, and at the south side of Everden Road and Eglinton. Strong opinions for and against an entrance in the park were submitted.

Parking

Many participants expressed the need for more parking around Allen Road-Eglinton West station. Some expressed concern over the proposed removal of parking on the east side of the station.

Construction & Traffic

Several participants voiced concern over the effect of construction, including road closures, traffic and pedestrian safety. Some expressed concerns with vibration.

Many expressed a need for a well-defined traffic management plan to be presented before heavy construction begins.

Overall Eglinton-Scarborough Crosstown Project Comments

Although not specific to the station, many submitted comments about the overall scope of the project:

Above vs. Below Ground

There was a great deal of debate amongst participants regarding whether the Crosstown line should be built underground for the entire length, or only underground in the central section that has a narrower right-of-way from Keele Street to Laird Drive. Some respondents supported LRT at street-level east of the Don Valley into Scarborough, while others expressed support for a fully underground Crosstown project. More participants expressed a desire for the line to be above ground in certain areas in order to save on tunneling costs. The line is of course underground in the neighbourhood --with a narrow right-of-way-- where the open house was held.

LRT Vehicles

There were many questions regarding the LRT vehicles to be used on the Crosstown line, including the capacity per car and accessibility features.

1.3 Open House vs. Online

Based on the feedback collected, there were more similarities than differences between the issues that Open House participants felt were important and those favoured by online participants. Both groups agreed on the importance of **easily transferring to buses along Eglinton** and **protection from weather elements** while awaiting transfers. Each group also recognized the importance of **safety and accessibility** and **user-friendly fare payment**.

On the other hand, online participants valued the **incorporation of benches** around the station, while Open House attendees did not. Further, 35.8% of Open House attendees saw **pleasing and integrated artwork** in the station as not at all or not very important, while 85.3% of online participants ranked it as either very or somewhat important.

1.4 Open House Feedback

During the Open House, participants were asked to complete a questionnaire related to the Allen Road-Eglinton West Station project. 53 questionnaires were submitted by Open House attendees.

1.4 a) Demographics of Open House Participants

The questionnaires contained several demographic questions, to help determine which stakeholder groups were in attendance and what issues concerned them the most. Here is the breakdown:

Respondent	Number	Percentage
Local Resident	32	60.4%
Transit Rider	20	37.7%
Other	8	15.1%
Community Group Representative	3	5.7%
Local Business	2	3.8%
Local Agency or Institution	1	1.9%

Respondents also provided info regarding their transportation practices:

Transit form	Number	Percentage
Subway	34	64.2%
Bus	28	52.8%
Walk	25	47.2%
Streetcar	18	34.0%
Car (single passenger)	17	32.1%
Carpool	8	15.1%
Bike	5	9.4%
Go Train	2	3.8%
Other	1	1.9%

1.4 b) Areas of Most Importance to Open House Participants

Participants were asked to rate the importance of certain aspects of the project. Of the topics tested, the topic of most importance was **the ability to easily transfer to buses along Eglinton**, with 94.3% of respondents rating it as very important or somewhat important (62.3% very important).

The second most important topic was **safety and accessibility**, which 88.7% of respondents ranked as very important or somewhat important (77.4% very important). **Protection from weather elements while awaiting transfers** was ranked as very important or somewhat important by 88.7% of respondents (64.2% very important). Another 88.7% felt that **learning about City Planning's future study about the development around The Crosstown** was very important or somewhat important (56.6% very important), and 86.8% felt that a

user-friendly fare payment system was either very important or somewhat important (54.7% very important).

1.4 c) Areas of Least Importance to Open House Participants

Some topics were rated as less important than the others. 35.8% saw **pleasing and integrated artwork** as either not very important or not at all important, the highest total in these categories (9.4% not at all important). **Incorporation of benches around the station** was seen as either not very or not at all important by 26.4% of respondents (1.9% not at all important). Only 30.2% of respondents saw this as very important, the lowest total of any category.

1.4 d) General Feedback

Respondents were asked several questions related to their general impressions of The Crosstown project. 90.6% of those surveyed either strongly or somewhat agreed that The Crosstown **would be good for their neighbourhood and for Toronto** (84.9% strongly agree). Additionally, 90.6% either strongly or somewhat agree that they **have a good understanding** of The Eglinton-Scarborough Crosstown project (47.2% strongly agree). Lastly, 84.9% either strongly or somewhat agree that they were **interested in learning about the construction of The Crosstown**, including how stations will be designed and built (77.4% strongly agree).

1.5 Online Consultation Feedback

As of February 16, 2012, 36 questionnaires were submitted by online participants. Additional outreach will be undertaken in the future to increase online participation at future consultations.

1.5 a) Demographics of Online Participants

As with the Open House survey, respondents were asked several demographic questions; however, 8 online respondents declined to answer some or all of those questions. Of the 28 who responded:

Respondent	Number	Percentage
Local Resident	16	57.1%
Transit Rider	8	28.6%
Other	2	7.1%
Community Group Representative	1	3.6%
Local Agency or Institution	1	3.6%
Local Business	0	0%

30 respondents answered questions on transportation preferences:

Transit form	Number	Percentage
Subway	23	76.7%

Walk	15	50%
Bus	13	43.3%
Car (single passenger)	13	43.3%
Streetcar	11	36.7%
Bike	8	26.7%
Carpool	2	6.7%
Other	1	3.3%
Go Train	0	0%

1.5 b) Areas of Most Importance to Online Participants

When participants were asked to rate the importance of certain aspects of the project, the topic of most importance was **attractive landscaping surrounding the entrances**, with 100% of respondents rating it as very important or somewhat important (70.6% very important).

A further 94.1% of respondents identified **protection from weather elements** as either very or somewhat important (70.6% very important). 91.2% viewed the ability to **easily transfer to buses along Eglinton** as very or somewhat important (47.1% very important), and 91.2% viewed the **incorporation of benches** around the station as either very important or somewhat important (52.9% very important).

Other categories of importance included a **user-friendly fare payment system**, which 88.2% respondents viewed as either very or somewhat important (70.6% very important); **Safety and Accessibility**, which 88.2% viewed as either very or somewhat important (67.6% very important); and **fitting in with the scale and style of the local neighborhood**, which 88.2% saw as either very or somewhat important (47.1% very important).

The online questionnaire also allowed users to comment on the project and raise questions and concerns. Several participants voiced their opinions about **whether The Crosstown should be an above-ground or underground service**. Other comments ranged from **station design** suggestions to issues with **safety and accessibility** and the **placement of entrances**.

1.5 c) General Feedback

Respondents were asked several questions relating to their general impressions of The Crosstown project. Of those, 100% of respondents either strongly or somewhat agree that The Crosstown **would be good for their neighbourhood and for Toronto** (89.7% strongly agree). In addition, 100% also either strongly or somewhat agree that they are **interested in learning about the construction of The Crosstown**, including how stations will be designed and built (89.7%

strongly agree). Lastly, 93.3% either strongly or somewhat agree that they **have a good understanding** of The Eglinton-Scarborough Crosstown project (70% strongly agree).

2. Public Notification

The following section lists the methods used to notify the community about the Allen Road-Eglinton West Station Consultation. Samples of the Canada Post drops and newspaper ads are provided at the end of the document in Appendix A.

2.1 Canada Post Drops

Between January 13 and 14, 2012, 31,908 public notices for consultations relating to the Dufferin-Eglinton, Eglinton West and Keele-Eglinton stations were delivered via Canada Post to properties within an approximately 1km radius of the areas in question.

2.2 Newspaper Ads

Between January 26 and 30, 2012, newspaper ads were published in the York Guardian, the City Centre Mirror, the North York Mirror and The Metro, reaching a total audience of approximately 957,327.

3. Comments Received

The following section provides a compilation of all comments received in both the Open House and the online consultation. Comments and questions are grouped according to common themes.

3.1 Support for the Project

- Looking forward to it. Will hopefully reduce congestion around Allen Road and Eglinton in the long term.
- Get it done fast.
- I like the way the design is made, it's good.
- Actually just having an Eglinton line underground is a blessing. And an exit/entrance east of Allen Road is perfect for me.
- It looks great!
- I hope it goes smoothly and gets built without too much mess with traffic.

- Please get it done as quickly as possible. I'm 76 and my husband is 84 and we want to be able to enjoy it.
- Keep up the good work.
- Design is beautiful.
- There is a lot of good development potential; the approach to development is good.

3.2 Station Design and Architecture Suggestions

3.2 a) Atmosphere

- I would love to see all culture being represented at this subway it would be very nice touch if they can make this a subway where tourists feel at home when they are travelling to this subway.
- I like the sunken garden. What a great way to bring light and life to what would otherwise be a dull tunnel.
- A station is something of a monument. It should be comfortable, and agreeable to be in, even if one is just passing through. It needs to make users feel welcome, as one waits there.
- It needs to be bright and welcoming, a place that people like to take pictures on their phone for Facebook and hold events outside

3.2 b) Open-Concept

- I want Allen Station to be like it was when it was supposed to be a subway. I prefer washrooms and new spacious corridor separating the LRT tracks please.
- Avoid cluttering of features that impede pedestrians such as uncoordinated newspaper boxes, benches, receptacles, poles, planter boxes etc.
- There should be an open-walkway before the Crosstown.

- The new platform and corridors for the platform should be very spacious and open for high-volume transfers. It would be great to see one platform from the other.
- Platforms and vertical connections (stairs, escalators) that can accommodate more than the projected peak passenger flow is important.

3.2 c) Green/Sustainable Design

- The station should be designed to the latest efficiency standards and incorporate renewable technologies (e.g. solar panels) to affect its energy usage and potentially even eventually provide power for an electric vehicle fleet.
- More green so that it upgrades the neighbourhood.
- There should be more green around the planned West entrance because this area does not have much of it.

3.2 d) Lighting

- Less concrete, more light and openness.
- Glass openings in the TTC Tunnel with added lighting for the people to see the trains and add life and a view of interest to the now closed corridors along the tracks.

3.2 e) Station Identity/Design

- Pleasing and Integrated artwork since it is important for every station to be different from one another just like on the Spadina subway line including the extension.
- The station will be an important transfer point, so the architecture, finishes, and art must be impressive not just in the local context, but for all residents of the city.

- It would be nice if this construction updated the Eglinton West platform as well as it is dingy and has poor lighting.
 - Ensure that the sunken garden is attractive year-round and with landscape lighting for those travelling at night. Colourful and changing lighting like at Sherbourne Common North would be great.
 - Design quality - functional but visually appealing; well lit; places to sit while waiting.
-
- It's critical that the architecture is very polished in keeping with the design of Eglinton West subway station. Ensure engaging textures in the finishes and ensure that lots of natural light reaches all the new Crosstown spaces.
 - There should be several kinds of artwork because at this station it will be highly visible as a transfer point. The art should be of a higher quality than the existing work at the station depicting streetcars, but should celebrate Toronto and Canadian culture.
 - Like that it fits into the neighbourhood and possibly improves the look and feel of it.

3.2 f) Above Ground vs. Below Ground

- I wish the subway wasn't cancelled in the 1990's.
- I like the fact that it allows for smooth transfers between subway & LRT, but the passageways seem somewhat long.
- Should be more above ground in the east end.
- Crosstown will be good for Toronto if it's above ground where not warranted to be underground.
- I am supportive of this project and think that it will be very beneficial for Toronto but I do question the decision of making this a light rail line, which ultimately introduces a 5th system of transportation to the Toronto landscape. I think that in the long run a subway would be better suited as it

- would integrate with the existing subway lines, even if it costs more in the outset.
- Do not bury the line east of Laird - it is a huge waste of money.
 - Yes I have concerns, as I do about all of the other Eglinton underground transit: due to the heavy financial cost of tunneling, etc. I would like the LRT to be above ground, partially in the very least.
 - Speed up the construction timeline before funding gets pulled; and, abide by the legal authority of city council's decision to proceed with LRT.
 - I personally feel that Crosstown shouldn't be a form of underground light rail, and instead be a rapid transit subway line like Bloor-Danforth and Yonge-Spadina-University.
 - Adjustments to the plan should be considered if money can be saved by making portions above ground as long as seamless, fast and efficient travel can be maintained.
 - We are very excited about this project. Toronto needs more transit. However, we believe that the Eglinton line should be Light Rail and not subway style. Burying the whole thing is a waste of money.
 - While we need rapid transit, we do not need the crosstown to be completely underground. For cost effectiveness, portions should be at the surface or overhead. Weston station should be underground, but Jane could be at the surface.
 - Like many, I think that an LRT should run on the surface where there is space. And I wonder if short elevated stretches could clear major north-south streets like Don Mills. If we don't dig, we get more miles for the dollar. (But we must dig where Eglinton is narrow.)
 - I would like the underground plans for the Eglinton line to be reconsidered. While the planning seems thoughtful, I would like greater consideration given to the potential of being above ground.
 - I hope it will be a subway, not an LRT, because we need fast transportation in the city and it is a big distance. At least there should be

fewer stations, e.g. no Oakwood station because Dufferin and Eglinton W are already close enough.

3.2 g) General

- Humanize stations to encourage transit use.
- It needs washrooms.
- Pick-up and drop-off is needed.
- Incorporate bicycle racks and BIXI.
- Our old subway stations are austere compared to other world class cities.
- Must be ultra-world-class modern and efficient.
- Concern it will be too low-rise, grey, or drab.
- Design should be modern and aesthetically pleasing.
- Navigation between subway, LRT, and buses needs to be simple, intuitive, and quick.

Questions (See Appendix C)

- What happens to the long pedestrian underpass if Allen Rd gets phased down or becomes a regular street?
- With all the work and expenses to build this interchange station, why didn't you think to move the platform south?.
- Why is the West Entrance offset from the street?

3.3 Community Impact

3.3 a) Shopping and Generating Income

- Incorporate stores etc.in the airspace above the station for income.
- Incorporate shops and retail into the station making the station an uptown hub for transit and shopping. Retail rent and advertising will help TTC/Toronto financially.
- I'm concerned the above (air rights) has not yet been discussed.
- Generate income by using airspace over the Yonge subway.

- Add retail to the existing station.
- Why not build a condo above the station in partnership for rental income.

3.3 b) Vehicle/Pedestrian Traffic and Construction

- Introduction of a pedestrian crossing east of the Allen will re-introduce back-up of traffic along Eglinton westbound which was just corrected after many years.
- Simple and not too large to have minimal impact on surrounding area.
- I have concern with construction staging and traffic infiltration through residential streets, as well as close of Allen Road.
- Traffic plans are needed.
- I am concerned about Allen closures.
- There needs to be more comprehensive traffic plans.
- During construction phase, the impact on the neighbourhood traffic patterns is minimally disturbed.
- I am concerned about the need to close Eglinton and Allen Rd. at some point and the needs of the community to get around. Reducing the present street restrictions for this time.
- Close Everden and use it for staging, stay out of the park.
- Open in phases.
- Open sections of the line as they are constructed instead of having to wait for the whole line to be finished.

3.3 c) Development

- Promote business growth around it. Accommodating pick up /drop off for vehicles, pedestrian flow.
- I hope to see the bus terminal moved south in the future, giving the chance for a major development where the station is currently.
- Adding to development around the area that benefits residents.

- Leave room for future expansion.
- Ensure opportunities for connection to station for any adjacent redevelopment.
- East and west entrances may prohibit future higher density development surrounding station. This node has the ability to carry higher densities, and future development options must remain flexible and open.
- Should fund transit to the suburbs first.
- It is at an odd spot, where the pedestrian street stops. We have shopping east and west, but a bit of a gap, so it will be good to stitch Eglinton together via the design and uses.
- Social as well as aesthetic integration with the neighbourhood.

3.3 d) General

- There should be community participation with the sunken garden.

Questions (See Appendix C)

- Is TTC/Metrolinx planning for a phased opening?
- What will happen in the east?
- What will be done about traffic?
- How long is Eglinton going to be affected with construction?

3.4 Safety and Accessibility

3.4 a) South Side Entrance

- Put an entrance at the northeast corner of Ben Nobleman Park on the south side of Eglinton. Safer for pedestrians.
- South entrance (south side of Eglinton) is needed. Neither Bathurst nor Allen stations will open with a south side entrance. Crossing Eglinton is difficult for kids and the elderly --prime TTC users- -in addition to those living between stations who will lose their bus service which today is the safest way to enter the Eglinton West Station.

- It is absolutely imperative to have a secondary main entrance on the south side of Eglinton Ave West, ideally in the corner of Ben Nobleman Park. Not in a corner of 13 Division's parking lot slated for future development which may not occur for another 20-30 years!
- Yes there must be an entrance and exit on the south side of Eglinton.
- Need an entrance on the south side. Kiss n Ride. Have you thought of these?
- Consider an entrance on the south side of Eglinton.
- I would prefer a south entrance.
- There is no entrance on the south side of Eglinton right now, there needs to be one.
- I believe a south side entrance is absolutely imperative for pedestrian safety, as well as convenience and to reduce passenger congestion.
- I would like to see a south entrance in the park.
- There should be an entrance in the park.
- Southside entrance, northwest corner of the park.
- It seems that the entrances to the Eglinton West Station are all on the north side of Eglinton; the same situation also seems to be the case at the Bathurst Station. There are however a number of apartment buildings on the south side of Eglinton, some of them being senior residences. It seems to make sense in ensuring that there should be a station entrance on the south side of Eglinton. That will reduce the need for intending passengers to cross Eglinton Ave and improve safety. Consideration should also be given to not just automatic toll gates because seniors do not use tokens but instead use tickets!
- Instead of delaying building a south entrance to the station, we should build the south entrance now and not later.
- An entrance on the south side of Eglinton and a well thought out/designed concourse to allow for smooth pedestrian flow - With the three modes intersecting there will be a great deal of cross pedestrian traffic.

- My biggest concern with the design is that with the new East and West entrances, it really renders the existing entrances to be redundant and useless. Traffic will reach these two new entrances before coming upon the current main entrance. So I'm not sure if that's really necessary to still have that entrance. Station entrances that can easily be incorporated into new development.
- Needs to be accessible from the south side of Eglinton.

3.4 b) Support for South Side Entrance Outside of Park

- It would be good to have a south entrance. **Certainly not in the park.** My suggestion is the Everden Road be closed off at Eglinton and the south entrance could be put there in a beautifully landscaped way that integrates it into the park and helps keep the residential feeling of our neighbourhood even after Eglinton turns into an interchange station.
- Thank you for staying out of the park.
- One station entrance should be on the south east corner of Everden and Eglinton Ave

3.4 c) Pedestrian Safety/Traffic

- Pedestrians need to be put first, despite the presence of the Allen.
- Crossing the Allen by foot is currently very dangerous. Drivers ignore the "no turns on red light" sign and the actual crossing time for pedestrians is short if you have a walking problem.
- Underground walkway is good but needs accessible eastern entrance
- Safety is important because it is an extremely busy intersection.
- I love it. Especially the underground tunnel across Allen Road. I almost got hit there several times. It is very dangerous!
- It is not mentioned here, but I want to stress the pedestrian experience at the station. With the new LRT this will be a major transit hub and will also be flooded with pedestrians in and out of the station. Currently it is a poor

pedestrian experience, having to cross at many separate lights to get across Allen Road or Eglinton. Please improve with additional entrances to the station.

- Safety from high traffic Eglinton and Allen Road intersection. The Allen Road- Eglinton West design for passengers across traffic lights to the station is quite difficult.
- I was hoping there would be no more traffic/pedestrian interface when crossing the Allen on the surface.
- Lots of opportunities to improve pedestrian crossings around this station.
- Passenger safety and security. The current system of pedestrians crossing Eglinton is unsafe and dangerous. A tunnel is necessary for passengers crossing to and from the south side of Eglinton. The "triangle of death" at the exit to southbound Allen must be replaced permanently with something safer for pedestrians.
- The existing pedestrian crossing needs to be looked into with the station design, especially the crossing from south to the middle island at the south ramp of Allen.
- We need pedestrian crossings from the south to Eglinton West Station.
- I am concerned about jay-walking across from the station.
- Jay-walkers will make this dangerous.
- It isn't safe on the Island.
- More crosswalks west of the station, further west to access main station.

3.4 d) Escalators, Elevators and Ramps

- We need escalators at the *east* entrance and elevators if possible.
- The eastern access to the station (on the east side of the northbound Allen expressway) must have escalators and if possible an elevator for all passengers to be able to use it.
- Less walking, Have elevators! I am not very steady using escalators, especially going down.

- I think escalators in the new station are excellent.
- Elevators should be at the same place on platforms and entrances.
- I'm more concerned about escalator access from each entrance, imagine if there are only stairs and I have to walk all the way down to LRT level.
- There is an elderly Jewish Community here that will have accessibility issues and some cannot use any electrical equipment such as elevators (on Sabbath). To resolve, make a gradual ramp at the east entrance to enter the tunnel and a gradual ramp at the west entrance to meet accessibility issues.

3.4 e) Wayfinding/Signage

- Please consider "way finding" for access to where elevators/escalators are for stations once in station and on train for approaching stations.
- Way finding. Clear signage. Logical flow, not just in the stations, but also on route maps.

3.4f) General

- Safety & Accessibility are the most important
- Make all entrances accessible, including the east one.
- The east entrance needs to be accessible.

Questions (See Appendix C)

- For emergency exits how will accessibility be dealt with for evacuations?
- How will the connection between the Subway and LRT be made, will there be elevators or escalators?
- How will people who don't speak/understand English get through the station to find their way?
- What provisions have been made for delivering station specific and system wide access such as elevators?
- Why not open a southside entrance on day 1 of the line opening?
- How about an entrance at Ben Nobleman park?

- Will the east entrance have an escalator?

3.5 Integration with existing transit

3.5 a) Increased Stops

- LRTs are also more suited to more frequent stops than heavy rail subways. With those in mind, the number of stations along the Crosstown should be increased so that it can efficiently replace the parallel bus services once and for all.
- I wish there must be one stop at Glenholme Ave between Oakwood & Dufferin.

3.5 b) Bus Routes

- Since the volume of traffic on Eglinton is heavy, it makes sense to discontinue TTC Bus Route 32 and 34 that duplicate the Crosstown LRT.
- This shifts 3 schedules.

3.5 c) Connections with Other Forms of Transit

- Connectivity. The Crosstown stations need to link seamlessly with other transit options (GO and subway). But also for pedestrians to the neighbourhoods surrounding each station.
- Transfers between subway and LRT should be quick and efficient, and not involve walking through long corridors and many flights of stairs. Keep the transfers simple, though spaces with attractive design that is harmonious with the original architecture of Eglinton West by Arthur Erickson.

Questions (See Appendix C)

- What will be the distance between the stations?
- Is there any possibility of a link to the airport in the future?
- What will the fare system be?

3.6 Parking Issues

- Easy access parking that doesn't affect the surrounding streets.
- More parking space should be integrated as a large amount of people park and take the TTC at Eglinton West station.
- Leave some paid parking please.
- How dare you take away the parking on the East side of the Eglinton West Station? Stop the war on the car. The entrance can be small with the elevator and leave the parking intact. It should also have sufficient bike facilities and parking spots for car sharing (which are already at this station).
- Leave the parking on each side of the station.

Questions (See Appendix C)

- I'm reading that the Green P parking will be eliminated. Where will parking be accommodated?

3.7 Crosstown Vehicles

- I hope the cars are designed in such a way that short people can reach straps and bars.
- The new subway trains do not take into account that not everyone is tall, I hope you take this into account with the Eglinton line vehicles.
- I wish it was still a subway.

Questions (See Appendix C)

- What is the capacity of the trains you are proposing?
- What kind of noise do these trains cause?
- How long are the LRT cars and how many people do they fit?
- What is the capacity of the trains?
- Why not use subway cars?

3.8 Environmental Impact

- Reduce the construction footprint, more of the station construction underground to reduce above ground clutter.
- The time and money it takes to build this is terrible for the environment. The congestion with traffic is unacceptable. No one is doing anything to minimize the traffic disruption while this is being built.

3.9 Ease of use

- It is important that I can access the transport with a good automatic ticketing system.

3.10 Other General Comments

- All stations need to be advertised with better wayfinding signage. Storefronts know the importance of quality signage in luring customers. Transit signage should not make potential riders unsure about entering the station. It needs to be welcoming.
- The most important aspect of station design is saving money, lower fares.
- Build a light rail network
- Keep it underground
- BIXI bikes are far more effective rather than government run bike programs.
- Allow digital agencies to create or students from OCAD.

Questions (See Appendix C)

- Is the line going forward? I have been waiting since 1992!
- Who is the consortium on this station?
- Why are there different bidders on different stations?
- Why is it being called the "Eglinton-SCARBOROUGH Crosstown" line?
Why is Scarborough featured when it crosses virtually all of Toronto?

Appendix A



Public Open Houses: Preliminary Design of Crosstown Stations Dufferin, Allen Road/Eglinton West, and Keele

Rapid and reliable transit is coming to the centre of Toronto. The Eglinton-Scarborough Crosstown is a 25 kilometre transit project that will connect riders from Black Creek to Scarborough City Centre. The Crosstown will move Torontonians to work, school and play faster than ever before – reducing travel times and enhancing our economy and our environment. The Crosstown will bring new transit stations into several neighbourhoods along Eglinton, including yours.

Metrolinx and the TTC invite you to attend Open Houses for Dufferin-Eglinton, Allen Road, and Keele-Eglinton Stations to learn more about the preliminary station designs and the City's Eglinton planning study, and to share your input with the design team.

Dufferin Station - Crosstown

Date: Wednesday, January 25 2012
Time: 7:00 p.m. - 9:00 p.m.
Location: St. Hilda's Church
 2353 Dufferin Street
 (just south of Eglinton)

Keele Station - Crosstown

Date: Thursday, February 9 2012
Time: 7:00 p.m. - 9:00 p.m.
Location: York Memorial Collegiate
 2690 Eglinton Avenue West
 (cafeteria)

Allen Road/Eglinton West Station

Date: Thursday, February 2 2012
Time: 7:00 p.m. - 9:00 p.m.
Location: Beth Sholom Synagogue
 1445 Eglinton Avenue West
 (enter at west side)

Take Transit: The Open Houses are accessible via transit. Please see the trip planner at www.ttc.ca

Online Consultation

Can't make it to an Open House? No problem! The station displays will be posted online beginning on the evening of each open house. Send us your feedback at www.thecrosstown.ca

For more Crosstown information:

Visit the Crosstown Community Office at 1848 Eglinton Avenue West (at Dufferin)

Email: eglintontransit@ttc.ca

Tel: 416-338-6310

TTY: 416-481-2523

Web: www.thecrosstown.ca

 www.facebook.com/thecrosstown

 www.twitter.com/crosstownTO

West Community Office | Please Contact Us | 1848 Eglinton Avenue West
 416-338-6310 | eglintontransit@ttc.ca | www.thecrosstown.ca

Appendix B

Eglinton-Scarborough Crosstown

Allen Road-Eglinton West Station Design – Survey

Allen Road-Eglinton West Station Feedback

We are currently in the preliminary design stage for Allen Road-Eglinton West Station. It is important that we get your feedback before the architectural design theme is determined. A second consultation will be held in spring 2012 to present the “look and feel” of the Station, including the architectural design.

Construction work related to tunneling is scheduled to begin at Allen Road-Eglinton West in **2013**. The Station itself will begin construction in **2014**.

Please submit your comments no later than February 16, 2012. A consultation report to inform the design team will be posted at www.thecrosstown.ca. Thank you.

Feedback

This section seeks to find out how important each of these station design elements are to you. Please answer the following using a 5 point scale:

1) Safety and accessibility

5	4	3	2	1
very important	somewhat important applicable	not very important	not at all important	unsure/not

2) Fitting in with the scale and style of the local neighbourhood

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important	unsure/not

3) Reducing construction impacts by minimizing the overall footprint

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important	unsure/not

4) The ability to easily transfer to buses along Dufferin and Eglinton

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important	unsure/not

5) Protection from weather elements while awaiting transfers

5	4	3	2	1
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very important applicable somewhat important not very important not at all important unsure/not

6) Providing for the most amount of natural light possible

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important unsure/not	

7) Pleasing and integrated artwork

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important unsure/not	

8) Attractive landscaping surrounding the entrances

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important unsure/not	

9) Incorporation of bicycle racks

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important unsure/not	

10) Incorporation of benches around the station

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important unsure/not	

11) User-friendly fare payment system

5	4	3	2	1
very important applicable	somewhat important	not very important	not at all important unsure/not	

12) Learning about City Planning's future study about development around Crosstown Stations

5	4	3	2	1
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very important
applicable

somewhat important

not very important

Out of the above, which is most important to you in station design?

Do you have any concerns about the Allen Road-Eglinton West Station design?

What are the two most important aspects of station design for you?

OPTIONAL

Thank you for your feedback on Allen Road-Eglinton West Station. The following questions will help us better understand the travel habits of the respondents.

Travel Information

1) How frequently do you travel with the TTC?

- ◆ Everyday
- ◆ Weekdays only
- ◆ Weekends only
- ◆ Once in a while
- ◆ Never

2) Which modes of transportation do you use in your commute to work, school, or other? (Check all that apply)

- ◆ Bus
- ◆ Streetcar
- ◆ Subway
- ◆ Go Train
- ◆ Walk
- ◆ Bike
- ◆ Car (single passenger)
- ◆ Carpool (more than one passenger)
- ◆ Other (please specify)

3) When travelling on the TTC, how many times on average do you transfer per trip?

- ◆ 0
- ◆ 1
- ◆ 2
- ◆ 3
- ◆ 4 or more

- 4) Do you travel on any of the following TTC routes? (Check all that apply)
- ◆ 32 Eglinton Bus
 - ◆ 34 Eglinton Bus
 - ◆ 109 Ranees Bus
 - ◆ 63 Ossington Bus
 - ◆ Scarborough RT
 - ◆ Yonge-University-Spadina Subway
 - ◆ None of the above

General Project Feedback

Please use the **5-point scale to answer the following questions:**

1. I have a good understanding of the Eglinton-Scarborough Crosstown project.

5	4	3	2	1
agree applicable	agree somewhat	disagree somewhat	disagree	unsure/not

2. I am interested in learning about the construction of the Crosstown, including how stations will be designed and built.

5	4	3	2	1
agree applicable	agree somewhat	disagree somewhat	disagree	unsure/not

3. I think the Crosstown will be good for my neighbourhood and good for Toronto.

5	4	3	2	1
agree applicable	agree somewhat	disagree somewhat	disagree	unsure/not

4. Please share any additional comments about the project.

5	4	3	2	1
agree applicable	agree somewhat	disagree somewhat	disagree	unsure/not

Demographic Information

Contact information is of course **optional**. By answering, we would be able to contact you after the consultation to let you know about comments received and future station consultations.

Name:

Address/Postal Code:

Email Address:

Telephone Number:

Do **NOT** contact me for any reason

5) In which capacity are you submitting comments?

- ◆ Local Resident (local to Dufferin and Eglinton area)
- ◆ Local Business
- ◆ Transit Rider
- ◆ Community Group Representative
- ◆ Local Agency or Institution
- ◆ Other

Please provide details:

6) What is your age?

- ◆ 15 or under
- ◆ 16-24
- ◆ 25-34
- ◆ 35-44
- ◆ 45-54
- ◆ 55-64
- ◆ 65-74
- ◆ 75-84
- ◆ 85 or over

Thank you for taking the time to fill in this information. Please submit your comment form to:

Appendix C

Eglinton-Scarborough Crosstown

Allen Road-Eglinton West Station Design Consultation Questions

Q: Why is the West Entrance located as planned, back from the street?

A: The west entrance is located at the property line. The design includes public space (a partial setback or “recess”) at the intersection for an emergency exit, bicycle parking, and a pedestrian waiting area. There will be new trees planted, enhanced lighting, a crosswalk and a new underground walkway accessible to all (with or without a TTC fare) to enhance pedestrian safety on both sides of Allen Road.

Q: Why are the LRT tracks aligned as they are instead of extending the existing subway passenger platform further to the south?

A: This alternative was studied. The cost, schedule, disruption to TTC operations, slope and structural implications lead to a decision against extending the subway platform south.

Q: For emergency exits, how will accessibility be dealt with – how will someone with a disability be evacuated?

A: There are procedures in place for the evacuation of people with disabilities in case of emergency.

Q: What will happen to the pedestrian underpass between the future station entrances on the north side of Eglinton if Allen Rd gets re-designed in the future as part of the City of Toronto’s study?

A: The underpass as envisioned, will always provide the access to the underground fare line.

Q: What will the design be east of Laird Drive into Scarborough?

A: A final decision on the alignment from Laird Drive to Kennedy Station will be made by Metrolinx.

Q: How long is Eglinton going to be under construction and what will traffic look like?

A: A construction management plan including traffic planning corridor-wide and timing for each station is in early development. Consultation will be undertaken corridor wide. During heavy construction at each station a minimum of one lane of traffic will remain open in both directions on Eglinton. The Crosstown is the biggest infrastructure project in Canada, and Eglinton between Keele Street and Laird Drive is --largely-- quite narrow will make the construction phasing and traffic management very challenging.

Q: What is the construction staging plan?

A: Construction is currently underway to build a “launch shaft” (a massive trench underground) between Black Creek Drive and Keele Street for the tunnel boring machines. Tunneling is scheduled to begin in late Summer 2012 and head eastward towards Eglinton West Station at Allen Road. Utility re-locations and construction of supports for excavation called “headwalls” will begin at Keele Street first. The “headwall” phase as part of the tunneling process will occur prior to specific station construction.

Exact construction details outlining all phases, locations, and traffic and pedestrian management plans are in development for the section between Keele Street and Yonge Street. These will be shared with communities as they develop in the coming months.

Q: How will the system open, in phases or all at once?

A: The system is scheduled to open in one phase in 2020. It may be possible for the Scarborough Rapid Transit section to be opened in 2019.

Q: I have to use a cane. Will there be accessible connections between the subway and LRT?

A: Yes. There will be an accessible connection with an elevator and escalator between the Subway and future Crosstown levels.

Q: What provisions have been made for delivering station specific and system wide for users, such as elevators?

A: All stations will include a main entrance that is fully accessible to users with all levels of mobility. This includes elevators and escalators.

Q: Can you build a station entrance on the south side of Eglinton, including integrating it into Ben Nobleman Park upon opening of the line?

A: An entrance on the south side is under further review. A final decision must take into account budget, public interest, and engineering factors.

Q: Will the east entrance have an escalator?

A: This is under review. At minimum there will be a fully accessible entrance at the west side entrance and the existing main subway entrance.

Q: What will be the distance between the stations?

A: In the section between Keele to Laird, the underground stations are approximately 850 meters apart.

Q: Is there any possibility of a link to the airport in the future?

A: Yes. As part of “The Big Move” regional transportation plan, Metrolinx plans an Eglinton connection to Pearson International Airport in the long term. At this time, the focus is on the Air Link to connect the Airport directly to Union Station. See www.metrolinx.com for more information.

Q: Will there be additional fees to transfer between subway and LRT?

A: The fee structure will be determined closer to the opening of the line.

Q: I'm reading that the Green P parking will be eliminated. Where will parking be accommodated?

A: The parking lot on the west side is due to be phased out. Parking will be available on the east side.

Q: What is the capacity of the trains you are proposing and how long are they?

A: Each modern light rail vehicle can carry 280 passengers. They can be combined into sets of 3 trains to carry up to 840 people per train set. Each vehicle is 30.8 metres long.

Q: Will the trains be noisy?

A: With modern light rail vehicles and current track design technology, there will be very little noise or vibration. In the past, the greatest problem with noise has been created at loops. These vehicles are double-ended which will eliminate the need for loops. TTC will design the trackbed to dampen vibration.

Q: Why not use subway cars?

A: The light rail vehicles for The Crosstown are designed with low-floor accessibility and have the flexibility to be operated below ground or at street level in a dedicated right-of-way. Subway cars --due to the third rail power source-- do not have flexibility to be operated at street level.

Q: Is the line going forward? I have been waiting since 1992.

A: Yes. The Province of Ontario through Metrolinx has committed \$8.4 Billion dollars for transit expansion. Construction on The Crosstown is

well underway between Black Creek and Keele Street and the tunneling machines are due to be delivered in summer, 2012.

Q: Who is the consortium on this station?

A: Eglinton West/Allen Road Station is being designed by HDR – Hallcrow Yolles Consortium.

<http://thecrosstown.ca/news-media/whats-new/online-consultation-allen-road-eglinton-west-station>

Q: Why are there different consortiums on different stations?

A: Design of each station is a significant endeavor.

Q: Why is it being called the "Eglinton-SCARBOROUGH Crosstown" line? Why is Scarborough featured when it crosses virtually all of Toronto?

A: Scarborough is specifically included in the name because the replacement of the Scarborough Rapid Transit section is included in the project. The SRT travels well north of Eglinton.

Q: How will people who don't speak/understand English get through the station to find their way?

A: Wayfinding signage will be used, including with common symbols.