

Chaplin Station

Public Consultation Report

Open House and Online Consultation #1

May 29, 2012

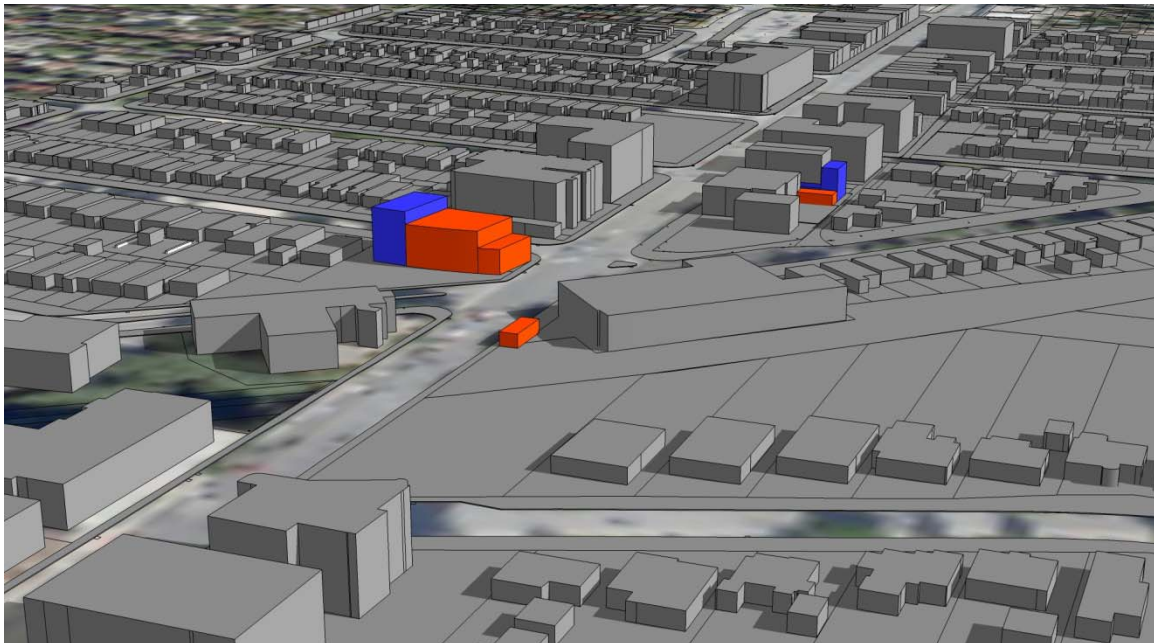


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1. Executive Summary

On Wednesday, April 25, 2012 the (TTC) and Metrolinx held a Public Open House at Forest Hill Collegiate to unveil the preliminary design of Chaplin Station and obtain community feedback. 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 April 25th until May 9, 2012.

The purpose of this consultation was to identify key areas of public interest regarding the preliminary design of Chaplin 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 April 25th Open House event attracted 110 people, many of whom provided input and voiced recommendations to the attending staff. Thirty-three attendees completed a written questionnaire (see Appendix B).

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

The online consultation was promoted 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 thecrosstown.ca could also access the same slideshow used in the Open House. The online consultation ran from April 25 until May 9, 2012; 120 people participated in the online consultation.

1.2 Summary of Comments Received

A summary of the most common comments raised during the Chaplin Station Open House and online consultation is presented below, with detailed comments provided in section 3.

Kay Gardiner Beltline Trail

A large contingent of respondents were cyclists or part of cyclist groups. These individuals indicated their preference for an accessible secondary entrance to Chaplin Station, directly from the Kay Gardiner Beltline Trail. Participants spoke of the importance of the trail for transportation in the area. They voiced concern that after cyclists use the new bike rail to walk their bikes up to Eglinton Avenue, they would need to walk down a stairwell to access the secondary entrance on the south west side of the intersection. Alternately, cyclists would walk their bike to the main entrance on the north side to use the bike parking facilities. The need for the TTC to focus on multi-modal connections into the station was a prevalent comment.

Cyclist Needs

In addition to accessibility from the Beltline Trail, many voiced the need for numerous secure bike racks at the station entrances in addition to those planned at the main entrance.

Safety and Accessibility

The safety and accessibility of Chaplin Station emerged as a common area of interest. As with previous station consultations, many respondents voiced a desire for multiple entrances on both sides of Eglinton Avenue, which would keep pedestrians from crossing the busy street. Various participants at the Open House and online commented on the need for additional elevators and escalators, both in the main station and at the other entrances. Several respondents also requested short walking distances and track level entry for passengers with mobility issues.

Project Progress

Some participants expressed a desire for progress with The Crosstown project, saying that they have waited a very long time for the project on Eglinton and want the stations to be built as soon as possible.

Station Design & Architecture

As with previous station consultations, there were no shortage of opinions expressed on station design and architecture. Many participants spoke of the importance for Chaplin station to match local landmarks and respect the heritage of the Fire Station, and to feature artwork representing the community. Several respondents intimated the importance of having a comfortable station, complete with places to sit and perhaps a coffee shop to create a social environment.

Construction Impact

Most respondents had comments or questions regarding increased traffic during construction, both pedestrian and vehicular. Many respondents also felt that the centre islands on Eglinton needed to be changed or removed.

Above vs. Underground

As with earlier consultations, several participants shared their opinion on whether The Crosstown should be built above-ground or below-ground. The plan has always been to build below-ground from at least Keele Street to Laird Drive.

1.3 Open House vs. Online

Both Open House and online participants agreed that the need to offer **protection from weather elements** while awaiting transfers should be a priority in station design, along with **fitting with the scale and style of the local area**. . Online participants didn't place much importance in **reducing construction impacts**, which Open House attendees rated as important.

1.4 Open House Feedback

During the Open House, participants were asked to complete a questionnaire related to the Keele-Eglinton Station. In total, 33 questionnaires were submitted by Open House attendees. 120 attended and many indicated they would prefer to fill out the online questionnaire.

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. Individuals could select more than one category. Here is the breakdown:

Respondent	Number	Percentage
Local Resident	20	60.6%
Transit Rider	8	24.2%
Other	3	9.1%
Local Business	2	6.1%
Community Group Representative	2	6.1%
Local Agency or Institution	0	0.0%

Respondents also indicated their transit ridership/transportation tendencies:

Transit/Transportation form	Number	Percentage
Subway	26	78.8%
Bus	21	63.6%
Car (single passenger)	17	51.5%
Walk	15	45.5%
Bike	6	18.2%
Carpool	6	18.2%
Streetcar	5	15.2%
Go Train	0	0.0%
Other	0	0.0%

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, **protection from weather elements while awaiting transfers** was the most important issue, as 100% of respondents identified it as either very or somewhat important (72.7% very important). Other topics of importance included having the station **fit in with the scale and style of the local neighbourhood**, which 97% of respondents ranked as either very or somewhat important (72.7% very important); the ability to **easily transfer to buses** along Chaplin and Eglinton, which 97% of respondents ranked as either very or somewhat important (54.5% very important); and a user-friendly fare payment system, which 84.8% of respondents ranked as either very or somewhat important (81.8% very important).

1.4 c) Areas of Least Importance to Open House Participants

The **incorporation of benches around the station** was rated as either not very or not at all important by 24.2% of respondents (0% not at all important), the lowest ranking topic surveyed.

1.4 d) General Feedback

Respondents were asked several questions related to their general impressions of The Crosstown project. 97% of those surveyed either strongly or somewhat agreed that The Crosstown **would be good for their neighbourhood and for Toronto** (87.9% strongly agree). Additionally, 93.9% either strongly or somewhat agreed that they **have a good understanding** of The Crosstown project (60.6% strongly agree). Lastly, 81.8% either strongly or somewhat agreed that they were **interested in learning about the construction of The Crosstown**, including how stations will be designed and built (60.6% strongly agree).

1.5 Online Consultation Feedback

As of May 9, 2012, 120 questionnaires were submitted by online participants.

1.5 a) Demographics of Online Participants

Respondents were asked several demographic questions; twenty (20) declined to answer. Of those who responded, here is the breakdown:

Respondent	Number	Percentage
Transit Rider	54	54.0%
Local Resident	28	28.0%
Other	12	12.0%
Community Group Representative	6	6.0%
Local Business	0	0.0%
Local Agency or Institution	0	0.0%

Travel Patterns (14 skipped this question):

Transit form	Number	Percentage
Subway	82	77.4%
Walk	67	63.2%
Bus	60	56.6%
Bike	48	45.3%
Streetcar	37	34.9%
Car (single passenger)	30	28.3%
Other	9	8.5%
Carpool	8	7.5%
Go Train	6	5.7%

1.5 b) Areas of Most Importance to Online Participants

As with Open House participants, the topic of most importance was **protection from weather elements** while awaiting transfers, which 91.7% of respondents ranked as either very or somewhat important (69.2% very important). Other areas of importance included **safety and accessibility**, which 90% of respondents ranked as either very or somewhat important (75% very important); a **user-friendly fare payment system**, which 89.2% viewed as either very or somewhat important (70.8% very important); and **fitting in with the scale and style** of the locale, which 89.2% viewed as either very or somewhat important (57.5% very important).

The online questionnaire allowed users to comment on the project and raise questions or concerns. Several participants wrote at length about the importance of incorporating bicycle racks.

1.5 c) Areas of Least Importance to Online Participants

Online participants viewed most topics as either very or somewhat important. The 27.5% of respondents who saw **reducing construction impacts by minimizing the overall footprint** as either not very or not at all important (7.5% not at all important) was the least enthusiastic response that any category received.

1.5 d) General Feedback

Online respondents were asked several questions related to their general impressions of The Crosstown project. 99 participants responded; of those, 91.9% either strongly or somewhat agreed that The Crosstown **would be good for their neighbourhood and for Toronto** (81.8% strongly agree). Additionally, 87.9% either strongly or somewhat agreed that they **have a good understanding** of The Crosstown project (48.5% strongly agree). Finally, 94.9% either strongly or somewhat agreed that they were **interested in learning about the construction of The Crosstown**, including how stations will be designed and built (85.7% strongly agree).

2. Public Notification

The following section lists the methods used to notify stakeholders and the public about the Chaplin Station Consultation. Samples of the Canada Post drops and newspaper ads are included in Appendix A.

2.1 Canada Post Drops

Between April 5 and 9, 2012, 11,192 public notices for consultations relating to the Chaplin Station consultation were delivered via Canada Post to properties within an approximately 1km radius of the neighbourhood.

2.2 Newspaper Ads

Between April 5 and 19, 2012, newspaper ads were published in the City Centre Mirror and the Forest Hill Town Crier, reaching an estimated audience of over 173,092.

3. Comments Received

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

3.1 Project Support

- Good luck! It will be glorious.
- It looks great.

- Looks promising.
- This is refreshing - nice to see all the effort.
- Great to have people available to answer questions.
- Like the event venue, easy to get to.
- Thank you for giving me a chance to provide input. I hope this is built as soon as possible!
- This is a great project, and long overdue. Looking forward to it.

3.2 Concerns About the Project Timeline

- Do it quickly and cheaply, if I want to look at art I'll go to a gallery.
- Get on with the construction. This project is decades overdue.
- Long overdue, but glad it's happening.
- It's about time! Let's get it done- and more!
- Speed it up people. You take far too long

3.3 Safety and Accessibility

- Safety and accessibility are the starting points.
- Safety and accessibility is most important - for all ages, transferring on foot and arriving by bike or bus.
- Accessibility for seniors and mothers with strollers is important.
- Accessibility for mom's with strollers in the Beltline.

3.3 a) Entrances

- The multiple entrances will reduce the need for people to cross the street to enter/exit the station thereby reducing the possibility of pedestrians having to proceed through traffic.
- Accessibility to the station. By this I also mean as many entrances as possible.
- Safe and accessible entrances to the station for both cyclists and pedestrians.

- The east entrance should have both a north and south entrance.
- Entrance at more than one corner entrance at south end as well as north end.
- Avoiding having to cross the road with more entrances.

3.3 b) Congestion and Traffic

- Under current travel patterns, only perhaps 10% of riders for each service run will transfer onto the Crosstown LRT. With the growing attraction of the Eglinton corridor overtime, the proportion may raise to one-third. I estimate by 2031 that 500 riders will transfer daily from feeder buses to and from the Crosstown while roughly the same numbers will arrive on foot or by bicycle. Hence traffic calming to improve safety and open station designs to enhance security through principles of CPTED (Crime Prevention through Environmental Design) are of prime importance to the vitality of this station.
- Need smooth transitions and decrease in traffic congestion.
- Effective and efficient passenger movement between LRT and bus.
- I believe the station should be located about 50-100m west of the current proposal as this is where high pedestrian traffic is likely to be generated from Forest Hill Collegiate and existing apartment buildings.
- A rational traffic path for people to be able to follow so that they are not running into other people. Too often the assumption seems to be its 100% in flow or 100% out flow depending on the time of day. That may have applied in the 1950's but not today.
- Good design that encourages easy passengers flow between platform, entrances and bus connections.

3.3 c) Elevators and escalators

- Please find a manufacturer of reliable escalators.

- Escalator or elevator in secondary entrance.
- I'm concerned that if the elevator is out of service, accessibility will be compromised.
- South side should have escalator at one entrance.

3.3 d) Travelers with Disabilities

- With safety and accessibility in mind it is similarly important to incorporate benches around the station to allow seniors and those with physical challenges a place to rest while they wait for bus transfers, taxis, people they are meeting, and so forth.
- Ease of transfer and elevators for the many of us who cannot handle stairs.
- While I agree that limiting stops will speed up the line, the increased distance between stations is a concern for seniors and those with less mobility.
- Convenience-easy to get into the boarding level and out.
- Our aging population will require reliable free access at all levels.
- Make it very accessible to those with challenging disabilities, wheelchairs, walkers etc.
- Good accessibility for handicapped. I may need it by the time this project is finished

3.3 e) Staff and Station Layout for Safety

- Make it so TTC personnel can be easily contacted in case of emergency and can easily intervene directly.
- Safety and sight lines within station at night should always be part of design process.
- It should be safe in all public/passenger areas.
- Safety, especially on the southwest entrance by the Chaplin apartment.
- Ensure safety under the Chaplin bridge for women.

- That platform and access stairs feel safe by day & night-- e.g. Good lighting, adequate ceiling height, and no hidden corners to collect rubbish or Distinctive architecture and quality design is critical for a public place that will be used by thousands of people.
- Make the lettering on signage big and actually direct the flow of people to where they need to go. We have an aging population whose eyesight needs larger fonts on signs plus there are a number of people with vision problems who need the larger signs too. Likewise there should be more direction signs on floors and stairs at eye level to help.

3.4 Station Design and Architecture Suggestions

- Preliminary design is pleasing and seems to be well thought out.
- Overall happy with the proposed design.
- Important that it be designed for all forms of personal transit, including walking, bicycles, wheelchairs (motorized and not) and for all ages utilized these modes.
- Don't know why this wasn't considered when you were building to EMS station
- Functionality (ease of entry and exit, flow of foot traffic to connections, accessibility, etc.) and overall design in such a way that it doesn't impede current foot or vehicular traffic.
- Connectivity to the community, make it as easy as possible to go/from the station to our other destinations/origins
- Very concerned about the proximity of the stations, and the size of the Chaplin station in particular, given that amount of users in the area.
- The project must take into account future trends away from the car and into other types of personal transportation for financial (cost of operating a car), convenience (traffic jams and parking costs), environmental and ecological reasons.

3.4 a) Cyclist Concerns

- It should be a multi-modal junction that considers cyclists.
- Make sure that there are enough bike racks. Don't just put in a token number of racks but enough to really encourage people to bicycle to the station.
- Bike parking - let us ride to the stations and have a safe place to store our bikes.
- I would like to be able to access the station with my bicycle (to bring it on the LRT with me outside of rush hour) from any entrance. This means that all entrances must have an accessible option.
- I am concerned the station is not cyclist friendly.
- Bike integration is most important.
- Don't forget about bikes, think complete streets.
- Bike integration is critical to user adoption and overall effectiveness of transit planning.
- Have a convenient and accessible connection from the Belt Line Trail, as well as bicycle parking near the Belt Line Trail entrance so that arriving by bicycle is a viable option. A Bixi station would be nice as well.
- Direct access from the beltline trail, lighting & access enhancements to the trail.
- The entrances to the station must connect to the surrounding streets, paths and trails - the approaches to the station are as important as the entrances themselves.
- Bike connection to our transit lines is the most important feature of all transit plans. It should be as seamless as possible to transfer from bus to streetcar to Bixi bike!
- I am concerned about lack of a direct, accessible entrance on the Beltline trail. Given that the Beltline will undergo a redesign shortly it would be a real oversight if these two major transit (LRT, pedestrian, and bike) modes were not appropriately integrated.

- I talked at length with the station architect. Technical challenges would make a direct connection difficult, but it can be done. This may necessitate relocating the stairs connection between the trail and the south sidewalk of Eglinton, to the west side of the bridge. Apparently, the chief objection to locating an LRT exit at Beltline level is safety. However, planners overlooked the fact that a direct connection will increase traffic and therefore augment the number of pedestrian "eyes" that are known to deter crime.
- The trail needs to be considered as a major pedestrian thoroughfare - bike paths by a direct access entrance, wheelchair access to station from trail, also enhancements of trail area around station.
- "Alternative transportation" should be treated as an ally of public transportation -- not the competition. Increase the number -- and quality -- of connections with bike routes in the area. Make it easy to walk to from all directions.
- There is no direct connection to the Beltline trail. The secondary entrance on the south-west corner of Chaplin and Eglinton forces LRT users to ascend stairs to reach the street level, exit the station, and then descend stairs to reach the Beltline at path level.
- A direct Beltline entrance to Chaplin Station would allow students to travel to the Forest Hill Collegiate Institute and the Forest Hill Library (located just to the west) without ever setting foot on a busy street or navigating the dangerous Chaplin-Eglinton intersection. The entrance could also be used by local residents in the homes and apartments nearby.
- Install Wayfinding/signage on the Beltline.

3.4 b) Integrate Style with the Neighbourhood

- Fitting (not lowering standards in certain neighbourhoods) in with the scale and style of the neighbourhood is important.

- Entrance pavilions should fit in with the scale of the neighbourhood, but also look distinctive.
- I like that the main station will improve the corner where Coffee Time currently is. Like the idea of preserving the Fire Station heritage as part of the design.
- Don't go cheap on the design to cut costs. Engage the development community and embraces P3 development of the stations. The stations should not be stand alone architectural marvels of TTC. TTC should focus on being an operator - not a constructor. Leave the construction to the constructors. Leave the operating to the TTC.
- "Greening " the station, making it attractive (public art) and integration into the streetscape above and around the station are very important.
- Attractive and functional landscaping around station. Avoid cluttering of street furniture (i.e.. Poles, newspaper boxes, refuse bins etc.)
- Pleased with the overall layout of entrances. Concerned about the overly grandiose footprint of the main entrance. Perhaps it should be made so that future developments on top of the station is not precluded.
- Make it blend into the area. Cover it with brick. Don't make it a concrete monstrosity like all the other stations. Think Hydro Stations that look like houses.
- Incorporation into the surrounding neighbourhood and easy access to transfers and bikes. The City owns the land occupied by EMS and Fire - this should be a staging area and future development site that incorporates the station.
- It looks like it might not fit in with the surrounding buildings.
- Change the name of Chaplin Station to Forest Hill Station which has more meaning, and signifies you have arrived in a neighbourhood.
- Blend with neighbourhood, not a hangout, not a magnet for graffiti, not having to walk km after km to transfer.

- Integrate it into the neighbourhood. Make it look like a building from the 40's-50's.
- This is going to be a low - traffic stop for decades to come. A small, cheap, efficient station with minimal extras is best.
- Seems to capitalize on the scale that is available with access on either the north or south side of Eglinton Avenue. A very easy intersection. Makes good sense.
- The designs should include the development community. All the stations should be paid for with arrangements that allow/require the development to build the station. The station should be hidden into the architecture of the building development.
- I like the integration into the city scape for the station.
- The entrances to the station must connect to the surrounding streets, paths and trails - the approaches to the station are as important as the entrances themselves.
- Wherever the stations are located they should also provide the opportunity for the local retail associations to promote what is "above ground" i.e. the Eglinton Way. It would be nice to drive some of the rider traffic above to support local business. This should be done in all subway stations as well. The above ground should be better integrated with the below ground.
- Please ensure that stations are well-integrated and have active frontages. As much as is reasonably possible, stations should be an active part of the community, not a dead-space. For the above-ground stops, nice shelters would be a big bonus. Bogota has bus shelters that are nicer than some of our subway stations.
- Please get it done. Also, incorporate local tourism in your planning. E.g. on St. Clair streetcar, introduce Little Italy as a local tourism point of attraction. Dundas Street car for Chinatown at Spadina, etc.
- Looking at the history of the site. Building taking into consideration the present scale of buildings.

- It be pleasing to the eye blending in aesthetically with the architecture of the old(er) existing buildings.
- Integrating the firehouse building. It needs to properly fit the fire house (using same of similar brick effect.)
- I like the plan to use (reuse) the fire station for one of the entrances-it is way, hopefully, to preserve heritage structures, and to revitalize at least some parts of them.
- The most effective way to integrate artwork into the design and this station would be to provide an open and transparent interface between the station and surrounding green space & mature tree canopy.
- I suggest naming the station Forest Hill Station.
- Need to ensure that design of Chaplin station below ground and especially above ground fits in with the unique character, quality, historical character and architectural design of surrounding unique real estate of Forest Hill and Chaplin Estates. This would affect everything from type (and cost) of building materials (use a variety of materials and designs already found in neighbourhood), architectural design (traditional - Tudor, Georgian etc. found in Forest Hill and Chaplin Estates) to tree selection (huge diversity of mature species).
- It could be interesting to reference the Belt Line Railway and early Toronto transit in the artwork at the station, since the Kay Gardner Beltline Trail intersects Eglinton at this point. (The trail follows a part of the Belt Line Railway's corridor).
- Station design might reflect a theme of green Belt Line path, which everyone loves in this neighborhood. Belt Line is unique in a city and great for people activities: jogging, walking a dog, biking.

3.4 c) Comfort

- Seating in the station should be ample because the current subway stations are lacking in seating.

- Stations must be safe and must also be comfortable. You've invited us in (albeit at a price) so treat us like guests; keep us comfortable while we wait and let know how long we should expect to wait.
- It should be as much a destination as a waiting spot. A social environment where you can buy a coffee and be comfortable.
- Comfortable spaces to wait in -- busses, LRT, trains don't run every 30sec, so we're going to wait. Treat us as valued guests.
- If there is some metaphorical warmth to the stations - places where don't simply wait but grab a coffee with their neighbour, read the paper, etc - in other words a social environment - people will really take this up, talk about and make it a success.

3.4 d) Artwork and Design

- The quality of the artwork in the station should be culturally relevant, memorable, well crafted, and interestingly integrated into the station.
- Exterior station must be a handsome design (lots of glass and wood!)
- Try to minimize redundant multi-story levels and concourses. Get inspiration from more open design of Montreal's metro stations.
- The station should have open sight lines, interesting materials and a distinctive interior and exterior design. It should have ample natural light and feel airy with tall ceilings.
- It should be a work of art. Timeless, simple and inexpensive, but interesting and visionary, not bland.
- Don't want it to look like a boxlike bunker.
- Don't make it excessively huge and extravagant like on the Spadina subway extension.
- Brightly lit, preferably natural light during the day.
- The roof is not utilized-green roof-safe Bike storage."Oasis" for lunch etc, when weather permits. May stop people eating on trains/buses.'

- Functional during the winter - sheltered from wind and snow (assuming we have snow in 2015) non-slip surfaces, good change to deal with slush.
- It be well identified with very visible signage.
- Smooth transfers to connecting routes and the ability to enter, exit station quickly easily.
- Main entrance drop-off, they will ignore one-way and back out into Eglinton. Placing drop off points on Gilgorm will make things worse.

3.4 e) Technology

- Use ground source heat technology to melt snow in and around the station.

3.4 f) Entrances

- My only minor concern is related to the secondary entrance 'A' - it seems like a very long, winding route by staircase between the mezzanine and the street; if this cannot be improved, then I hope the appearance of the stairwell is such that it provides some visual interest as one is climbing around and around, and doesn't inspire flashbacks of the CN Tower stair climb.
- Useability (doors in places that make sense, good flow of traffic, good sightlines, etc) and aesthetics are important.
- The station entrance design is very important to me, in terms of both availability of entrances, and the appearance, because it's the line's public face, and the invitation for people to use the line, so its quality matters. I also care about the environment for passengers waiting in the station - that it is brightly lit and provides an experience of its own besides simply waiting for the train.
- I would like to see an entrance to Eglinton station off of duplex.
- Proposed entrances/exits make sense.

Questions About Architecture and Design (See Answers in Appendix C)

- Where do I find more information about the design and where it will be located?
- I was unsure of the purpose of the security fence in one of the slides. Clarification of the purpose of the security fence would be helpful.
- When arena parking lot is full people park on the Chaplin median. Primarily Sunday mornings. Can we increase area parking lot?
- Will there be a pick-up/drop off area?
- Could the Chaplin median be cut for a new crosswalk?
- Could an accessible ramp be provided from trail to station concourse?

3.5 Community Interests and Construction Impacts

- Very pleased to be getting a station at Chaplin Crescent and think it will bring improved access to the community.

3.5 a) Residents

- This is a residential neighbourhood, so minimizing the impact to the residents is paramount.
- I'm concerned about its size, and closeness to the other stations; impact to the area of mostly single family homes.
- I doubt the need for a station at Avenue Road as pedestrian traffic will be very low for the foreseeable future.

3.5 b) Vehicle and Pedestrian Traffic

- The street east of Chaplin is one way northbound. A station here will make for traffic chaos and major problems for the neighbours.
- Obstruction of traffic flow on Eglinton following completion of construction is a concern.

- Please learn about the traffic issues on Chaplin. We need the islands which are planted with trees and grass removed. When anyone parks on the west side of Chaplin, the buses can barely pass them. In the winter, it is almost impossible.
- Some sidewalks in the area are too narrow, such as on Eglinton west of Chaplin. They are as wide as side street sidewalks in places, which is not adequate given the increased pedestrian activity which will likely be generated by the station.
- Look forward to this project. The short term pain of traffic disruptions will be worth it in the end.
- I think the crosstown will be good for my neighbourhood and good for Toronto, providing the stations are underground in Scarborough and the intersections use round a bouts rather than traffic light which are costly and do not cope with fluctuating volumes well. On St. Clair U-turn and left turn traffic can block the road even at off peak times. In our climate it is better to place the stations underground there is nothing worse than waiting for connections with 20C wind chill.
- Concerned about construction traffic.

3.5 c) Existing Infrastructure

- The only concern that comes to mind is that great care needs to be taken during excavation to avoid damaging the roots of mature trees around the station entrances.
- Minimal impact on the Belt Line Trail during construction.

3.5 d) Local Improvements

- The Crosstown should include some consistent streetscape improvements on Eglinton such as buried overhead wires along the length of the project and attractive street lighting (pole and lighting unit). The overhead wires and wooden poles are ugly no matter where you are on Eglinton; this project presents an opportunity to eliminate them along Eglinton, which should be seized. Lighting designs can also vary based on BIA and neighbourhood preferences, but there should be an attractive "baseline" standard for street lighting.
- Trees planted with ample space for roots and quality paving are also important. A part of the main intersection street in front of the station pavilions should also see streetscape enhancements such as a special paving treatment, lighting, and buried overhead wires.

3.5 e) Noise

- Concerned about vibrations emanating from tunneling. Loss of accessibility to St. Hilda's where I live. Noise and dirt re building of Dufferin Station. Concerned noise will be at all hours ignoring Toronto's nuisance by-law. I am concerned about the noise during construction for the houses nearby, but mostly about on-going noise from the LRT afterwards, and potential structure issues for the houses/building nearby.

Questions About Community Impact (See Answers in Appendix C)

- Will I feel vibrations when LRT vehicles pass?

3.6 Crosstown and TTC Topics

- Looking forward to this next stage. I don't drive and believe in mass transit. I used to think subways were the answer but now think LRTs, which are not hidden are more socially integrated and help balance cars with pedestrians and cyclists.

- I live down by the Beach, but I am aware that fast flowing transit is important for the whole city. I recall that the Eglinton west area seemed a little awkward for TTC when I lived there 30 years ago.
- Support a responsible and informed decision-making process, rather than superficial sound-bytes given to the media.
- Ultimately, the success of the project should be judged by the benefit to cost ratio to travelers and taxpayers. People want good value for the money.
- I would like to see paid focus groups.
- My family will use the TTC daily once the LRT is built. The slowness of bus transit makes it an unattractive alternative to the car.
- Metrolinx should widely inform the differences between new LRTs and existing streetcars. There are still many Torontonians who don't know the differences.
- Can transit planning, design and construction be de-politicized, please?
- In Scarborough, traffic circles at main intersection with LRT underpass.

3.6 a) Increased Ridership

- I am worried that the Crosstown will bring a lot more riders onto the Yonge line during the morning rush. I get on at St. Clair and often have to wait for a few trains to go by before I can find one with room to board. I do not want to have to wait longer. We need a downtown relief line that connects up at least to Midtown if not all the way to North York.
- The Eglinton Crosstown is actually going to make my TTC commute worse. Right now I take a bus directly to the subway station. With the crosstown in place I'm assuming that I will have to take a bus to the crosstown station to the subway - one extra transfer. Every time you add a transfer to a trip, it makes the trip longer. If there were decent bicycle routes to the crosstown stations, that would eliminate the bus transfer at least.

3.6 b) Subway Preference (*Crosstown is underground from Keele to Laird*)

- I love underground subways. Much faster and efficient than buses or streetcars.
- It should be a subway, not an LRT!!
- Underground transit is better than overground
- I would have preferred the subway.

3.6 c) Changes and Improvements

- Implement the Presto system a.s.a.p.
- The Crosstown should make its way to the airport too.
- Need more light rail lines, as well as a Downtown Relief Line that connects with or continues on Don Mills and Jane.
- Continuous Crosstown to Scarborough.

3.6 d) Existing Transit

- Avenue Rd - Bus should continue North to South.
- Run early Keele to Yonge bus.
- Please keep the #32 bus. We will need it to cover the hill west of the Chaplin Station.
- Please keep the #32 bus on Eglinton West to provide service for those living on top of the hill. Many find walking up hill from Chaplin or Bathurst to be a problem.

Questions About Transit Operations (See Answers in Appendix C)

- Will there be Eglinton bus service after LRT opens?
- Why not continuously tunnel under Yonge Street and under Eglinton West Station?
- What is the status of Oakwood?

3.7 Canada Post Delivery of Notices

- Some local apartments did not get the flyers from Canada Post, and only learned of the open house through a newspaper ad. Thanks for offering follow-up to these buildings on Chaplin and Roselawn.

Appendix A

Public Open House: Preliminary Design of Chaplin Station - Crosstown

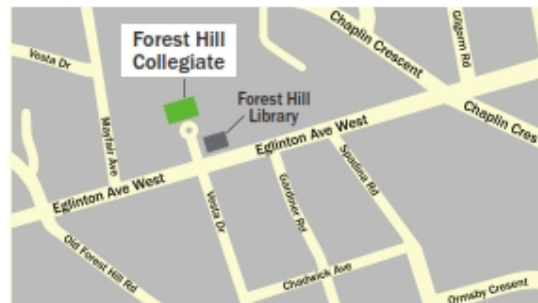
Rapid and reliable transit is coming to the centre of Toronto. The Eglinton-Scarborough Crosstown will connect riders from Black Creek to Kennedy Station in Scarborough. The Crosstown will run underground between Keele Street and Laird Drive and move Torontonians to work, school and play faster than 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.

The City of Toronto Planning Division (www.toronto.ca/eglington) is also carrying out an Eglinton-Scarborough Crosstown planning study. Over the next two years they will be developing proposals for an improved streetscape and increased development potential along the Crosstown route.

Metrolinx and the TTC invite you to attend an Open House for Chaplin Station to learn more about the preliminary station design and the City's Eglinton planning study, and to share your input with the design team.

Chaplin Station - Crosstown

Date: Wednesday, April 25th
Time: 7:00pm - 9:00pm
Location: Forest Hill Collegiate (cafeteria)
 730 Eglinton Avenue West



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

Online Consultation

Can't make it to the Open House? No problem! The station displays will be posted online beginning on the evening of April 25. 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: eglingtontransit@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 | eglingtontransit@ttc.ca | www.thecrosstown.ca

Appendix B

Eglinton-Scarborough Crosstown Chaplin Station Design – Survey

Chaplin Station Feedback

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

Construction work related to tunneling is scheduled to begin at Chaplin in **2013**. The Station itself is scheduled to begin construction in **2014**.

Please submit your comments no later than May 9, 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 Keele 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
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 very important applicable	4 somewhat important	3 not very important	2 not at all important	1 unsure/not applicable
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Out of the above, which is most important to you in station design?

Do you have any concerns about the Chaplin Station design?

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

OPTIONAL

Thank you for your feedback on Chaplin 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
- ◆ 14 Glencairn Bus
- ◆ 33 Forest Hill 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 agree applicable	4 agree somewhat	3 disagree somewhat	2 disagree	1 unsure/not
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2. I am interested in learning about the construction of the Crosstown, including how stations will be designed and built.

5 agree applicable	4 agree somewhat	3 disagree somewhat	2 disagree	1 unsure/not
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3. I think the Crosstown will be good for my neighbourhood and good for Toronto.

5 agree applicable	4 agree somewhat	3 disagree somewhat	2 disagree	1 unsure/not
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4. Please share any additional comments about the project.

5 agree applicable	4 agree somewhat	3 disagree somewhat	2 disagree	1 unsure/not
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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 Keele 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 Chaplin Station Design Consultation Questions

Q: Where do I find more information about the design and where it will be located?

A: Please visit www.thecrosstown.ca and follow the link to Stations: <http://thecrosstown.ca/the-project/station-design>

Q: When arena parking lot is full people park on the Chaplin median. Primarily Sunday mornings. Can we increase the arena parking lot?

A: A proposal to increase the size of the arena parking lot would need to be made by the City of Toronto.

Q: Will there be a pick-up/drop off area?

A: The preliminary plan is for a small pick up area on the west side of Gilgorm Road. This is illustrated in the online slide presentation. See slide #25.

<http://thecrosstown.ca/news-media/whats-new/online-consultation-chaplin-station>

Q: In addition to the planned “bike rail” adjacent to the steps from the Beltline up to the Southwest secondary entrance, could an accessible ramp be provided directly from the Beltline trail to the secondary station entrance concourse?

A: The design team is exploring the opportunity to provide an accessible ramp. Grading of the terrain will dictate the final outcome.

Q: What are the challenges involved in providing a direct entrance from the Beltline Trail level to the Southwest Secondary Entrance?

A: The security of patrons entering from below street level is the most important concern. The station design team is examining options to adjust the southwest station entrance to provide more convenient access directly from the Beltline Trail.

Q: Could the Chaplin median be cut for a new crosswalk?

A: Yes, there are plans to cut the Chaplin median north of Eglinton, to provide effective flow for pedestrians and all road users around the future main entrance.

Q: Will there be noise or vibration at adjacent properties when the LRT is operational? What is the depth of the Chaplin Station at track level?

A: The Crosstown Stations and light rail vehicles are being designed to meet Ministry of Environment noise & vibration guidelines and Toronto by-laws. 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 track bed to dampen vibration. The depth of the station will be 17-18 metres.

Q: What will construction be like?

A: The first major contract is for the western portion of the underground section (Keele Street to Yonge Street) for tunneling preparation. This work requires relocations of utilities and building station support walls. Pending local conditions, this work will take approximately 4 months at each station location. During this work, traffic lanes will be reduced, however a minimum of one lane in each direction will be maintained.

The tunneling machines (that will be launched eastward from Keelesdale Park near Black Creek Drive) must be removed from the ground before reaching Eglinton West Station, and be re-launched on the east side Eglinton at Allen Road. Traffic lanes will be reduced during this work. Coordination is ongoing with the City of Toronto for traffic management.

The next phase of construction (projected to begin in 2014) is Station-specific. Station construction is the most complex part of the project and will be built by cut and cover.

Many more details will be coming soon to describe plans over the coming years.

Q: Will there be Eglinton bus service after LRT opens?

A: TTC Service Planning is reviewing options for Eglinton 32 service after the Crosstown opens. A final decision will be based on available funding across the TTC system. Today some sections of the subway do have parallel bus service and others do not.

Q: Why not tunnel continuously under Eglinton West Station and Yonge Station?

A: Subway service must be maintained throughout construction. There is a great deal of risk in tunneling under the existing subways versus using a cut and cover method at Eglinton West Station and Yonge Station.

Q: What is the status of Oakwood Station?

A: Oakwood station is under review by Metrolinx. As the funder and owner of the project, Metrolinx will make final decisions on all station locations.