

Keele-Eglinton Station Public Consultation Report Open House and Online Consultation #1

March 12, 2012



Table of Contents

1. Executive Summary	4
1.1 Summary of Consultation Methods	4
1.2 Summary of Comments Received	4
1.3 Open House vs. Online	6
1.4 Open House Feedback	6
1.4 a) Demographics	6
1.4 b) Areas of Most Importance	7
1.4 c) Areas of Least Importance	7
1.4 d) General Feedback	7
1.5 Online Consultation Feedback	7
1.5 a) Demographics	7
1.5 b) Areas of Most Importance	8
1.5 c) Areas of Least Importance	9
1.5 d) General Feedback	9
2. Public Notification	9
2.1 Canada Post Drops	9
2.2 Newspaper Ads	9
3. Comments Received	10
3.1 Support for the Overall Crosstown Project	10
3.1 a) Design Support	10
3.1 b) Engagement	10
3.1 c) Community Impact	10
3.2 Project Timeline	11
3.3 Safety and Accessibility	11
3.3 a) Entrances	11
3.3 b) Traffic and Bus Loop	11
3.3 c) Elevators, Escalators and Ramps	12
3.3 d) Passenger Volume	12
3.3 e) Signage	13
3.3 f) Safety Planning	13
3.4 Station Design and Architecture Suggestions	14
3.4 a) Individual Station Artwork/Design	14
3.4 b) Green/Sustainable Design	14

3.4 c) Integrate Style with the Neighbourhood	15
3.4 d) Neighbourhood Improvements	15
3.4 e) Above Ground vs. Below Ground	16
3.4 f) Public Washrooms	16
3.4 g) General Design Comments	16
3.5 Community Interests and Construction Impacts	17
3.5 a) Street Closures/Community Disruption	17
3.5 b) Community Development	18
3.6 Ease-of-Use	18
3.7 Existing Transit	18
3.7 a) Bus Routes	18
3.7 b) Extending the Line	19
3.7 c) Integration with Other Forms of Transit	19
3.8 Overall Project Comments	19
3.8 a) Naming	19
3.8 b) Advertising	19
Appendix A - Public Notice	20
Appendix B - Questionnaire	21
Appendix C - FAQ.....	26

1. Executive Summary

On Thursday, February 9, 2012 the Toronto Transit Commission (TTC) and Metrolinx held a Public Open House at York Memorial Collegiate on the north side of Eglinton Avenue at Keele Street to unveil the preliminary design of Keele-Eglinton Station and to 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 Open House. The online consultation ran from February 9th until February 23, 2012.

The purpose of this consultation was to identify key areas of public interest regarding the preliminary design of Keele-Eglinton Station. This forum provided an opportunity for the TTC and Metrolinx to obtain feedback early in the planning process before a 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 9th Open House event attracted approximately 120 residents and transit riders, many of whom provided input and voiced recommendations to the attending staff. There were interpreters on hand at the event providing translation services in Spanish, Vietnamese and Portuguese. Thirty-four 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 Keele-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 February 9 until February 23, 2012; 15 people participated in the online consultation.

1.2 Summary of Comments Received

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

Safety and Accessibility

The safety and accessibility of Keele-Eglinton Station emerged as a common area of interest. There were numerous calls for careful safety planning, and for the station design to discourage loitering and criminal activity which was felt to be a serious concern in the area. Various participants at the Open House and online commented on the need for additional elevators, escalators and ramps to make the station accessible at secondary entrances. Many voiced opinions about the planned placement of station entrances and offered their suggestions for how entrances should be configured (i.e. automated entrances, elevators). Several respondents felt having accessible washrooms at Keele-Eglinton station was important.

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 and overall project 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 Keele-Eglinton station and other Crosstown stations to have individual artwork and design. There was some debate regarding whether the station's design should reflect the local neighbourhood; while the majority of respondents felt that it should, some stated that the area needs major revitalization and the station should mark the beginning of that process. The importance of using sustainable design practices was mentioned by several participants.

Construction Impact

Most respondents had comments or questions regarding road closures and plans for dealing with traffic during construction. There is a desire for construction and traffic management details before the heavy station construction begins.

Integrated Transit

Participants agreed on the need to connect the station to the rest of the transit system seamlessly. Many expressed the need for The Crosstown to connect with various external locations, including the York Civic Centre, Pearson International Airport and the GO Transit line in Mount Dennis. Support was expressed for extending the line to Jane Street.

Above vs. Underground

As with earlier consultations, several participants shared their opinion on whether the Crosstown should be built above-ground or below-ground in the area.

1.3 Open House vs. Online

Both Open House and online participants agreed that **fitting with the scale and style of the local area** should be a priority in station design, along with the need to offer **protection from weather elements** while awaiting transfers and **user-friendly fare systems**. Neither group placed much importance on **pleasing and integrated artwork** or **the incorporation of bicycle racks**. Several online participants ranked **reducing construction** impacts by minimizing the overall footprint as an important consideration, while Open House attendees did not.

1.4 Open House Feedback

During the Open House, participants were asked to complete a questionnaire related to the Keele-Eglinton Station. 34 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. Individuals could select more than one category. Here is the breakdown:

Respondent	Number	Percentage
Local Resident	24	70.6%
Transit Rider	10	29.4%
Other	3	8.8%
Local Business	1	2.9%
Local Agency or Institution	0	0.0%
Community Group Representative	0	0.0%

Respondents also indicated their transit ridership/transportation tendencies:

Transit/Transportation form	Number	Percentage
Subway	26	76.5%
Bus	25	73.5%
Car (single passenger)	16	47.1%
Streetcar	11	32.4%
Walk	10	29.4%
Bike	6	17.6%
Go Train	2	5.9%
Carpool	1	2.9%
Other	1	2.9%

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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, there was a tie between **fitting with the scale and style of the local area** and **protection from weather elements while awaiting transfers**, each were rated by 97.1% of respondents as either very important or somewhat important (61.8% very important for scale and style, 79.4% very important for weather protection).

Other topics of importance included the ability to **easily transfer to buses along Keele and Eglinton**, which 91.2% of respondents ranked as very important or somewhat important (73.5% very important); **providing the most amount of natural light possible**, which 91.2% of respondents ranked as either very or somewhat important (70.6% very important); and another 91.2% felt that a **user-friendly fare payment system** was either very or somewhat important (70.6% very important). 88.2% of respondents ranked **safety and accessibility** as either very or somewhat important (79.4% very important).

1.4 c) Areas of Least Importance to Open House Participants

Respondents to the Open House survey viewed most topics as either very or somewhat important. The **incorporation of bicycle racks** was rated as very important by only 41.2% of respondents, the lowest ranking topic surveyed.

1.4 d) General Feedback

Respondents were asked several questions related to their general impressions of The Crosstown project. 97.1% of those surveyed either strongly or somewhat agreed that The Crosstown **would be good for their neighbourhood and for Toronto** (94.1% strongly agree). Additionally, 94.1% either strongly or somewhat agreed that they **have a good understanding** of The Crosstown project (64.7% strongly agree). Lastly, 91.1% 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 (73.5% strongly agree).

1.5 Online Consultation Feedback

As of February 23, 2012, 15 questionnaires were submitted by online participants. Additional efforts will be made to increase online participation for all stations.

1.5 a) Demographics of Online Participants

Respondents were asked several demographic questions; three declined to answer. Here is the breakdown:

Respondent	Number	Percentage
Local Resident	6	50.0%
Transit Rider	5	41.7%
Other	1	8.3%
Local Business	0	0.0%
Community Group Representative	0	0.0%
Local Agency or Institution	0	0.0%

Travel Patterns:

Transit form	Number	Percentage
Subway	8	66.7%
Bus	7	58.3%
Walk	4	33.3%
Streetcar	4	33.3%
Car (single passenger)	4	33.3%
Bike	1	8.3%
Go Train	1	8.3%
Carpool	1	8.3%
Other	0	0.0%

1.5 b) Areas of Most Importance to Online Participants

When asked to rate the importance of certain aspects of the project, the most important topic to participants was the adoption of a **user-friendly fare system**, which 100% viewed as either very or somewhat important (100% very important). 100% of participants also viewed **protection from weather elements** while awaiting transfers as either very or somewhat important (93.3% very important), and 100% of respondents ranked **fitting in with the scale and style of the local area** as either very or somewhat important (80% very important).

A further 93.3% of respondents identified **safety and accessibility** as either very or somewhat important (80% very important), and 93.3% viewed **reducing construction impacts** while minimizing the overall footprint as either very or somewhat important (40% very important).

The online questionnaire allowed users to comment on the project and raise questions or concerns. Although the number of responses was low, several participants wrote at length about the importance of the **architecture and design** of the structure, emphasizing the importance of Keele-Eglinton station acting as a landmark for the area. There were concerns that the current station design is too conventional. There were also several participants who wanted **access to public washrooms** at the station.

1.5 c) Areas of Least Importance to Online Participants

Online participants viewed most topics as either very or somewhat important. The 26.7% of respondents who saw **pleasing and integrated artwork** as either not very or not at all important was the least enthusiastic response that any category received. Similarly, the **incorporation of bicycle racks** was rated as very important by only 20% of respondents, the lowest total among all responses.

1.5 d) General Feedback

Online respondents were asked several questions related to their general impressions of The Crosstown project. Of those surveyed, 100% either strongly or somewhat agreed that The Crosstown **would be good for their neighbourhood and for Toronto** (100% strongly agree). Additionally, 91.7% either strongly or somewhat agreed that they **have a good understanding of The Crosstown project** (83.3% strongly agree). Finally, 100% 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 (83.3% strongly agree).

2. Public Notification

The following section lists the methods used to notify stakeholders and the public about the Keele-Eglinton Station Consultation. Samples of the Canada Post drops and newspaper ads are included 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 West/Allen Road and Keele stations were delivered via Canada Post to properties within an approximately 1km radius of the areas in question.

2.2 Newspaper Ads

Between January 31 and February 4, 2012, newspaper ads were published in the York Guardian, Corriere Canadese, Correo Canadiense, Nove Ilhas and Thoi Bao, reaching an estimated audience of over 256,830.

3. Comments Received

The following section is 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 Overall Crosstown Project

- Good job!
- I hope it goes smoothly!
- Build it.

3.1 a) Design Support

- Looks good so far on papers/drawings.
- Congratulations to the designers for giving me a much brighter outlook on what I hope someday can travel on.
- Coming to this meeting gave me a better look at the station design.
- I'm happy it's happening, I'm ecstatic that it's underground.
- I'm happy with the design, it looks great!
- Great design! I love that the school entrance has been moved to the side since the EA study which had it in front.

3.1 b) Engagement

- The Facebook page is giving fast responses, thanks!

3.1 c) Community Impact

- This will benefit Keele station on the Bloor Danforth line and Finch West on the Spadina Extension.
- This infrastructural project will have a positive commercial and social impact on the Keele/Eglinton neighborhood. I am a great supporter of it!

3.2 Project Timeline

- I have lived in this area for over 30 years. I have been using TTC to get to work downtown for the same amount of time. I have been waiting a long time.
- Please finish the planning, start building! Action please!
- I have been waiting for this for over 30 years!
- We need the subway now, let's get on with it.
- I hope they don't stop this time. If they stop it, we'll move to the States. This would be better than cars.
- I live on Yarrow, I was promised a subway in 1994, and now it is 2012. And now another 8 years to wait?!
- Get it done soon! Taking the RT every day is a nightmare!

Questions About the Project Timeline (See Answers in Appendix C)

- When is the completion date?

3.3 Safety and Accessibility

3.3 a) Entrances

- Add another entrance further north.
- We need better access from the west side of Keele north.
- There should be an entrance from Keele North & York or Keele North & Eglinton.
- The ticket gates could be at the top for the entrances that are not manual.
- Love entrance at the former Coffee Time.

3.3 b) Traffic and Bus Loop

- Concerned about bus traffic, if Keele is the western terminus of the line.
- I really like what I am seeing of the design at Keele, the bus loop is good.

- Concern with congestion at the bus loop.
- Bus loop/bay should be relocated from Keele and Eglinton to Black Creek and Eglinton. More room. Keele and Eglinton has too much traffic.
- The gas station and the car wash corner is dangerous, it's a bad corner. Please avoid the area altogether with its blind spots, there is a high accident rate.
- Issue with access to Yore Rd, my driveway is just across from the future bus loop.
- I prefer to have a bus loop between Yore, Eglinton, Keele & Trethewey and to serve buses on four or five different routes. Eglinton West 32C, Rogers 161, Maple Leaf 59C, Symington 168.
- To help traffic, look at adding a dedicated right turn for SB traffic on Keele to turn WB onto Eglinton (south of the future bus loop).

3.3 c) Elevators, Escalators and Ramps

- Please install elevators.
- Need a second elevator at a secondary entrance.
- Install an elevator at the school entrance.
- Entrance on the south side needs an elevator.
- Make unmanned payment on secondary entrance, add a hallway and long stairs.
- We need a second elevator.
- Needs many more elevators and ramps to allow wheelchairs access to the platform. Use a lower incline on the ramps.
- Easy access needed, washrooms, roomy walkways, wheel chair access

3.3 d) Passenger Volume

- Some of the preliminary renderings of station entrances like the Southeast and Northeast corners look like they will make the sidewalks cramped.

There needs to be comfortable sidewalks given the increasing volume of pedestrians this project will generate.

- Well designed to accommodate volume of passenger and easy flow of passengers on platform and bus bays.
- Bicycles should be allowed onto subway during rush hour to encourage bicycling to and from subway to work and house.

3.3 e) Signage

- Use light, orientation signs, and please start as soon as possible.
- Ensure that you use user friendly signs to provide necessary information.

3.3 f) Safety Planning

- I'm confident that these stations can be made secure and safe.
- Make it bright and friendly to keep away the drug dealers.
- There should be a 12 division safety audit.
- Planning and safety ongoing group meetings.
- I recommend a safety and security audit by 12 Division (i.e. lighting, hiding spaces).
- Worry about safety and whether or not it will hold up in a rough neighborhood/attract people to hang out there for the wrong reasons.
- The design should be open-concept, so as to discourage criminal activity (so that the station is not viewed as a 'hangout' at off-peak hours).

Questions About Safety and Accessibility (See Answers in Appendix C)

- Where is the ambulance station going?
- How will EMS service to locals be affected when they relocate?
- Why did you choose to put the main entrance at the northeast corner, why not at southeast corner?

- Why not put another bus stop south of Keele Street? If you go further south you aren't disrupting the junction and south would be a fantastic location for a bus stop.
- Why is the main entrance on the north side of Keele and Eglinton and not at the vacant coffee shop site where the secondary entrance is planned?
- Can you install escalators at the secondary entrances?

3.4 Station Design and Architecture Suggestions

3.4 a) Individual Station Artwork/Design

- The aspects such as quality artwork that differs from station to station is critical, as well as secure bike parking, and natural light that can reach even the platform level.
- Each station should have memorable and unique finishes, architectural features and artwork that can create a sense of place.
- I enjoy the art in the Spadina subway station and I hope similar art will appear at Keele Station.
- The design looks conventional, as opposed to an iconic design that could contribute to the rethinking of our city. I liked Foster's design for York University Subway Station and that makes a difference.

3.4 b) Green/Sustainable Design

- Making this a green building is very important.
- It should be a sustainable operating building i.e. passive lighting, passive heating, passive cooling; solar technologies (Photovoltaic, thermal).
- Use sun types or fibre optics lighting whenever possible.
- Ensure the design will save taxpayers money through sustainable design.
- Institute natural lighting: Passive light, solar tubes, fiber-optic lighting, passive heating and cooling.
- Active solar technologies: photovoltaic, thermal.

3.4 c) Integrate Style with the Neighbourhood

- Reflect the area's history.
- Fitting in with the neighbourhood, at the same time standing out as a "station" or "hub", not just another concrete building
- It should fit into the neighbourhood design concept i.e. go with rich history of York-Weston area. Also keep with natural beauty of the park-dense neighbourhood.
- Make it look as part of the neighbourhood.
- Consider rich history of this region when considering design/art.
- There is a huge concentration of parkland in this area: the design should reflect this.

3.4 d) Neighbourhood Improvements

- Northeast corner needs public gathering area at the street edge in front of the building. Need to avoid cluttering of people over the long term like at Yonge/Eglinton.
- Do not make it fit with existing shoddy neighbourhood, should be modern and contemporary to raise the quality of the neighbourhood
- This must be a catalyst for redevelopment of the area; design excellence must be achieved; must be modern; must be civic in character.
- Metrolinx should beautify the buildings around the station to blend.
- Eglinton definitely needs more architecture as there is nothing special in the existing architecture.
- You are demolishing buildings in the BIA.
- The presence of the station as an iconic piece in the neighborhood is important, such as the space above it and contribution to future

developments. How the new elements fit together and how will they impact future decisions is important.

3.4 e) Above Ground vs. Below Ground

- Make it above ground from Laird to Scarborough.
- The Crosstown line needs to run underground from Black Creek Drive in the west to Kennedy station in the east. If it comes up at Laird as some have proposed, it will lead to considerable congestion in an area that already experiences very heavy traffic.

3.4 f) Public Washrooms

- No information on bathrooms given (for Keele & Crosstown in general).
- There are currently not enough bathrooms. Mothers and fathers need places to change diapers.
- Providing public washrooms at all Crosstown Stations is important.
- I am concerned about access to public washrooms.

3.4 g) General Design Comments

- The station seems small. Once inside appears as if there is no planning for the future growth and that the planners do not expect ridership to grow in 10-30 years. The stations on the Spadina extension have been overbuilt, Crosstown stations seem under built.
- Hope there will not be a large parking lot
- The stations should not feel cramped but rather open especially at platform level. Stations with centre platforms feel uncomfortably cramped with stairs everywhere and relatively low ceilings. They're also overly sterile and bland spaces.

- The aesthetics is the most important to integrate natural light, pleasing artwork, landscaping around entrances, to add style in the neighbourhood bringing upscale retail areas increasing property values.
- Practical and lasting - not like the junk RT we wasted money on!
- Minimalistic, functional design, that is aesthetically pleasing, but not exorbitant.

- The fare stations seem inadequate. Given that there are a limited number of gates, and all seem to be bi-directional, and that students will be exiting while workers are attempting to enter, the present design is flawed. Forcing bus passengers to use the turnstiles means peak loads will exceed capacity
- Modern, something that looks sleek and won't go out of style the moment the line is opened. Whatever the design, please stay away from the "bathroom" like stations on the Bloor line.
- I hope the design of these stations is not boring.

Questions About Station Design (See Answers in Appendix C)

- Will there be retail in the main entrance?
- When will more detailed designs of above grade structures be available?
- How are you going to deal with bikes on the trains during rush hour?
- Why is the HVAC footprint so big?
- Are there going to be public washrooms? Where will they be located?
- Will the Crosstown Have Public Washrooms at every station?

3.5 Community Interests and Construction Impacts

3.5 a) Street Closures/Community Disruption

- I'm concerned about the jog on Keele between Yore and Eglinton. Cars can't get through there and I want it eliminated -like Queen & Dufferin.

- I like the concept of station, but I'm more worried about the street on Keele between Yore & Eglinton. It has been blocked off, from that jog.
- Open the Crosstown in stages.
- Construction will create more disruption than the St. Clair project.

3.5 b) Community Development

- Keele St & Eglinton are the very centre of city. Neighbourhood is poor.
- The problem is lack of mix. It needs residential/office mix, and the LRT will help development. This can be a large enough catalyst to bring a wide social mix to the area. Various levels of household income will be attracted, and this is a long term benefit to the area.
- Engage the community in the design.

Questions About Community Interests/Impacts (See Answers in Appendix C)

- What's happening at York Memorial Collegiate?
- Is the main entrance going to be a similar height as the nearby architecture?
- Do all property owners agree/cooperate to sell their property?
- Where will excavation occur east of Allen Road?
- Is the station deep enough to prevent sound and vibration?

3.6 Ease-of-Use

- Make it quick and easy to enter.
- Getting people faster to where they need while going through the station to Crosstown or bus.
- Needs an integrated fare system.
- Efficiency is most important, as the statement of TTC has changed from "Ride the Rocket" to "We apologize for the inconvenience."

3.7 Existing Transit

3.7 a) Bus Routes

- I have concerns regarding bus routings.
- Extend the 168 Symington instead of the 32C Eglinton West.
- Put the 41 Keele on.
- Maybe with multi-purpose base of the routes, lanes are not straight and it's hard to drive safely.

- Shorter buses through subdivisions

3.7 b) Extending the Line

- Extend the Crosstown westward from Keele Street to Jane Street with stations.
- I want the station to link or connect in some way to the York Civic Centre, just as the Scarborough Town Centre Station connects to Scarborough Civic Centre.
- Extend it to the airport!

3.7 c) Integration with Other Forms of Transit

- The transit system should be connected to GO, street cars, train (VIA).
- Connecting to GO between Weston Road and Black Creek is important.

Questions About Existing Transit (See Answers in Appendix C)

- Will there still be a bus on Eglinton West?
- Is The Crosstown going to connect to the Weston Go station?

3.8 Overall Project Comments

3.8 a) Naming

- I was thinking about name change. Can it be called Trethewey Station?

- I have a concern about naming at Trethewey and Eglinton

3.8 b) Advertising

- Exclusive naming rights for stations (advertising) a good idea
- Affiliated marketing, mitigate costs by doing this.

Questions About Consultations (See Answers in Appendix C)

- When are meetings for Caledonia, Oakwood and Chaplin?

Appendix A

EGLINTON-SCARBOROUGH
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A Metrolinx TTC Project

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.

<p>Dufferin Station - Crosstown</p> <p>Date: Wednesday, January 25 2012</p> <p>Time: 7:00 p.m. - 9:00 p.m.</p> <p>Location: St. Hilda's Church 2353 Dufferin Street (just south of Eglinton)</p>	<p>Keele Station - Crosstown</p> <p>Date: Thursday, February 9 2012</p> <p>Time: 7:00 p.m. - 9:00 p.m.</p> <p>Location: York Memorial Collegiate 2690 Eglinton Avenue West (cafe/tertia)</p>
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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: 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 Keele-Eglinton Station Design – Survey

Keele-Eglinton Station Feedback

We are currently in the preliminary design stage for Keele-Eglinton 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 Keele-Eglinton in **2013**. The Station itself will begin construction in **2014**.

Please submit your comments no later than February 23, 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 very important applicable	4 somewhat important	3 not very important	2 not at all important	1 unsure/not
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6) Providing for the most amount of natural light possible

5 very important applicable	4 somewhat important	3 not very important	2 not at all important	1 unsure/not
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7) Pleasing and integrated artwork

5 very important applicable	4 somewhat important	3 not very important	2 not at all important	1 unsure/not
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8) Attractive landscaping surrounding the entrances

5 very important applicable	4 somewhat important	3 not very important	2 not at all important	1 unsure/not
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9) Incorporation of bicycle racks

5 very important applicable	4 somewhat important	3 not very important	2 not at all important	1 unsure/not
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10) Incorporation of benches around the station

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

11) User-friendly fare payment system

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

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

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

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

Do you have any concerns about the Keele-Eglinton Station design?

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

OPTIONAL

Thank you for your feedback on Keele-Eglinton 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
- ◆ 41 Keele 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
- ◆ 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 Keele-Eglinton Station Design Consultation Questions

Q: When is the completion date of the project?

A: The Crosstown is scheduled to be in operation in 2020.

Q: When will more detailed designs of the station be available?

A: The first consultation for all stations is held to obtain feedback *before* the architectural concept is determined. In late spring, 2012, the architectural concept will be available at the second Keele-Eglinton Station consultation.

Q: What's happening at York Memorial Collegiate?

A: A secondary station entrance will be built on the east side of the school property, outside the cafeteria. This entrance is pictured on slide 44 of the display panels:

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

Q: Will there be a phased opening of the line to Eglinton West?

A: The entire Eglinton-Crosstown project is scheduled to open at one time, in 2020. The replacement and upgrade of the Scarborough Rapid Transit may occur in 2019.

Q: Is the main entrance going to be a similar height as the nearby buildings?

A: The height of the main entrance will be confirmed at the next stage of design in spring, 2012.

Q: Is the station deep enough to prevent vibration or sound upon completion?

A: Yes. A vibration study will also identify any sensitive buildings prior to construction within a specific zone of influence. Monitoring will be required

for any identified buildings to ensure limits are met. If these levels exceed the limits set out in the City of Toronto by-law then mitigation methods will be investigated. In the event limits are surpassed for any reason, mitigation would be implemented prior to re-starting construction.

Q: Will there still be a bus on Eglinton West?

A: TTC Service Planning will review the need for local bus service closer to the opening of the Crosstown. Today, some sections of the subway have parallel bus service and others do not.

Q: Is the Crosstown going to connect to GO train station between Weston Road and Black Creek?

A: This is not yet determined.

Q: Why is it going to be called Keele Station when there is already a Keele Station?

A: The station will NOT be called Keele Station. The final name of the station is not yet determined.

Q: How does the property acquisition process work?

A: A key principle of Crosstown station design is to consolidate mechanical elements to minimize the station footprint. This reduces property impacts, project costs, and the overall construction footprint. The City of Toronto oversees the property process. The property acquisition process emphasizes negotiation and the achievement of a mutually satisfactory agreement between the City of Toronto and the owner who is contacted directly.

Q: Where will excavation occur east of Allen Road?

The first tunnel boring machines will be launched from Keelesdale Park (between Black Creek and Keele Street) and extracted at the west side of

Allen Road as they cannot tunnel underneath the existing subway infrastructure. A second launch shaft will be excavated at the west side of Allen Road. This is pictured in the displays from the Allen Road/Eglinton Station Open House Panels from January, 2012 on panel #21:

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

Q: When are the consultations for Caledonia, Chaplin and Oakwood?

A: Design is in the early stages for these stations and open houses are anticipated in late April – May 2012.

Q: Why is the main entrance preferred at the northeast corner, instead of the southeast corner at the former Coffee Time site?

A: The main entrance is a fully accessible entrance that is preferred to be located at the northeast corner to be adjacent to the bus loop to provide convenient Bus/LRT transfers and passenger convenience.

Q: Can escalators or elevators be provided at the secondary entrances?

A: Currently, the Crosstown Project provides one fully accessible “main” entrance for all underground stations. Where warranted by passenger numbers and where technically and financially feasible, the project is reviewing the potential for limited mechanical vertical circulation that is accessible, such as escalators.

Q: Will there be retail in the main entrance?

A: This is no retail proposed for the main entrances.

Q: Why is the HVAC footprint the size it is, can it be reduced?

A: The footprint of the venting structures is driven by technical requirements to provide fresh air and emergency fire ventilation requirements. Facility size requirements will be refined as station designs progress.

Q: Can Keele Station have a washroom included at any of the entrances?

A: There are no public washroom facilities planned for the entrances at in-line stations.

Q: Will the Crosstown have public washrooms at any stations?

A: Yes. Public washrooms are planned for Interchange stations and Terminal Stations on the Crosstown.

Q: Do you know where the EMS Building (ambulance station) is planning to re-locate and will the relocated EMS Building affect response time to residences within the Keele Station site?

A: Several alternate locations for the EMS building are being evaluated. A final location has not yet been determined. EMS response time is independent of the location of the EMS building and will remain the same per City of Toronto EMS response protocol/procedures.