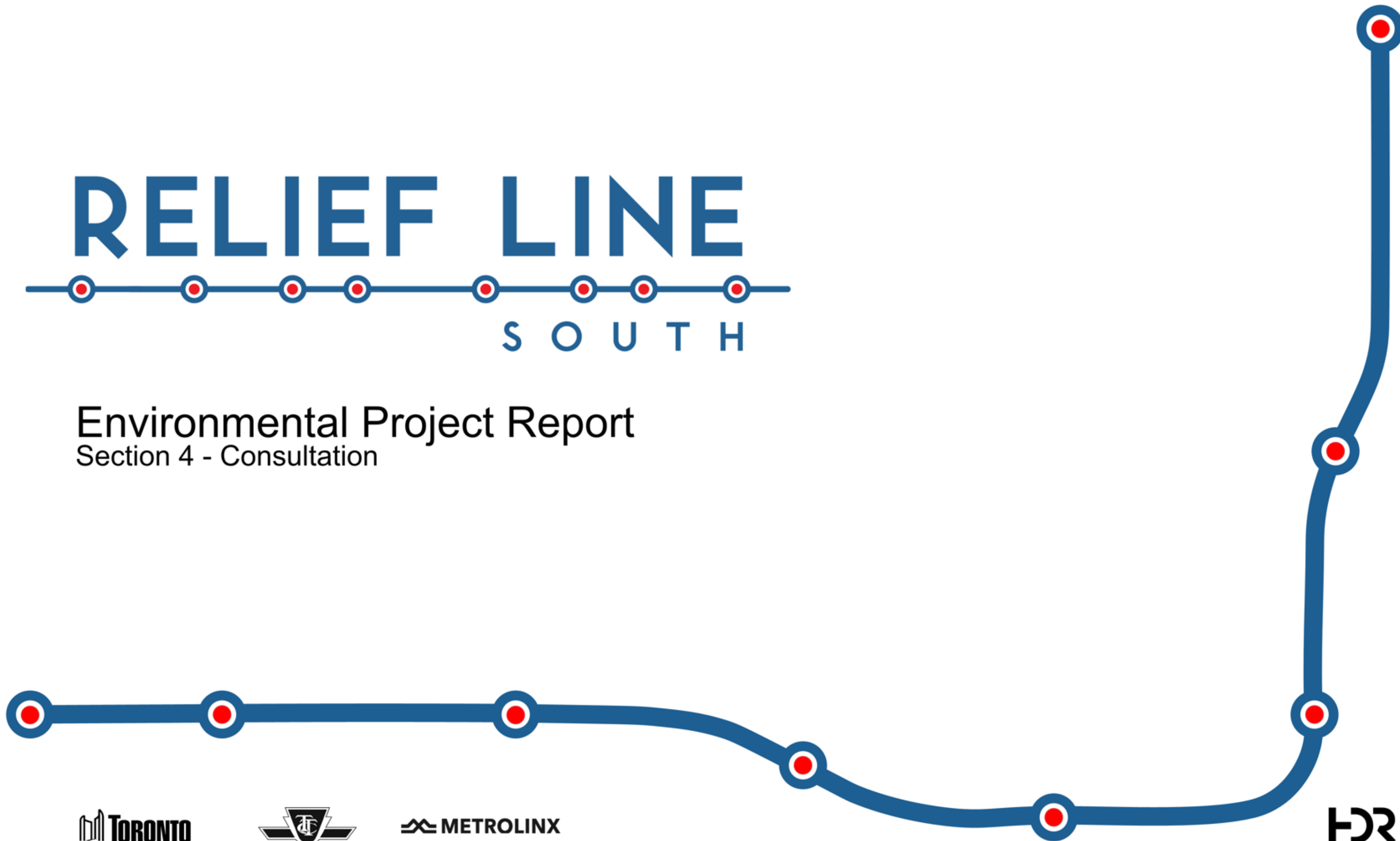


# RELIEF LINE



Environmental Project Report  
Section 4 - Consultation



METROLINX



## 4 Consultation

This Section summarizes the communication and consultation activities undertaken during early planning phases of the Relief Line South project and during the Transit Project Assessment Process (TPAP). Consultation was a significant component of the Transit Project to ensure the recommended alignment and station locations benefit residents, businesses and transit riders. Communication and consultation activities were therefore implemented in tandem with each technical phase of the Project.

A Public Consultation Plan was developed at the outset of the Project, with input from stakeholders and the public to define the communication and consultation process to be undertaken during the assessment (see **Appendix 4-1**). The Public Consultation Plan as approved by City Council provided a variety of opportunities for people to learn about and provide input on the Project utilizing a complementary suite of communication and consultation activities.

There was significant interest from the community in the Project throughout early planning between 2014 and 2017, with over 3000 face-to-face and 85,000 online interactions documented.

### 4.1 Approach to Communication and Consultation

#### 4.1.1 Consultation Principles

Recognizing the value and importance of engaging stakeholders and the public in a transparent, collaborative, inclusive and authentic manner, the City of Toronto adopted the following principles at the start of the Transit Project to guide communication and consultation activities:

- **Inclusiveness** – engage the widest possible audience through multiple consultation opportunities;
- **Timeliness** – offer early and ongoing opportunities for participation well before decisions are made;
- **Transparency** – make records of all consultation activities available to the public;
- **Balance** – provide opportunities for diverse perspectives and opinions to be raised and considered;
- **Flexibility** – adapt as required to meet the needs of participants; and
- **Traceability** – demonstrate the impact of participant input on decision-making.

#### 4.1.2 Communication and Consultation Program

The Communication and Consultation Program featured a wide range of tools and activities that were designed to be inclusive, accessible and facilitate broad participation in the Transit Project. Communication materials were circulated to promote participation and provide up-to-date information about the Project, while consultation activities sought input at key milestones in the assessment. These materials and activities are described below.

#### 4.1.3 Consultation Reports

Meeting summaries documenting the communication and consultation activities, resources and feedback obtained during each phase of the Transit Project are available in the following Appendices:

- Phase 1 and Phase 2 Consultation Report – see **Appendix 4-2**;
- Phase 3 Consultation Report – see **Appendix 4-3**;
- Phase 4A Consultation Report – see **Appendix 4-4**;
- Phase 4B Consultation Report – see **Appendix 4-5**; and
- Phase 4C Consultation Report – see **Appendix 4-6**.

#### 4.1.4 Communication and Promotional Tactics

**Public Notices** – Media advertising, newspaper ads (both print and online), flyers, targeted invitations and media coverage were used to notify stakeholders and the public about consultation activities during each phase of the Transit Project. Formal public notices were published in the following local and community newspapers: Metro News; 24 Hours; Beach-Riverdale/East York Mirror; Etobicoke Guardian; Scarborough Mirror; Parkdale Liberty Village; York Guardian; Bloor West Villager; North York Mirror; City Centre Mirror; Sing Tao (Chinese); Senthamarai (Tamil); Uthayan (Tamil); L'Express (French); The Greek Press (Greek); Corriere Canadese (Italian); El Popular (Spanish); Philippine Reporter (Tagalog); and Sol Portuguese (Portuguese).

**Project Website** – A project website was developed and maintained throughout the Transit Project. It functioned as the foundation of the communications and consultation program. The webpage was used to mirror face-to-face consultations by making the materials displayed and presented at public meetings available online. An FAQ section as well as background reports, public notices, and summary reports from consultation events were also regularly added to the project website.

**Social Media** – Various City of Toronto and project specific Facebook and Twitter accounts were used to broadcast key messages and encourage dialogue throughout the Transit Project.

**Mailing Lists** – A Project email list was established during Phase 1A and Phase 1B/2 consultations and added to during each subsequent phase. Information about the Transit Project was also circulated via existing email lists maintained by local Councillors. Email communications were used to provide updates about the Transit Project and notify and invite stakeholders and the public to take part in consultation activities.

**Phone and Email** – Stakeholders and the public were encouraged to contact 416-338-1065 or [reliefline@toronto.ca](mailto:reliefline@toronto.ca) to submit comments or questions.

## 4.2 Stakeholders Consulted and Consultation Activities

The communication and consultation program was designed to engage a broad range of stakeholders, including:

- Technical Advisory Committee (TAC) –(see **Section 4.2.1** for a list of TAC members);
- Indigenous Communities (see **Section 4.2.3** for a list of Indigenous Communities);
- Directly Affected Property Owners;
- Stakeholder Advisory Group (SAG) – (see **Section 4.2.4** for a list of SAG members); and
- General Public.

### 4.2.1 Technical Advisory Committee Meetings

A Technical Advisory Group (TAC) was established in the early planning phase in order to facilitate communication between the Project Team and other subject matter experts. TAC meetings were held throughout early planning to consult on findings and recommendations. Members of the TAC included representatives from:

- City of Toronto:
  - City Planning – Community Planning;
  - City Planning – Transportation;
  - City Planning – Urban Design;
  - Deputy City Manager’s office;
  - Economic Development and Culture;
  - Economic Development and Culture;
  - Legal Services;
  - Parks, Forestry & Recreation;
  - Public Health;
  - Real Estate;
  - Transportation Services;
  - Water & Wastewater;
- Build Toronto/CreateTO;
- Metrolinx;
- Toronto Hydro;
- Toronto Paramedic Services;
- Toronto Police;

- Toronto Region Conservation Authority;
- Toronto Transit Commission (TTC);
- Toronto Water; and
- Waterfront Toronto.

The TAC meeting details are summarized in **Table 4-1**.

**Table 4-1: Technical Advisory Committee Meetings**

Meeting No.	Date	Purpose
1	October 8, 2014	To introduce to the Transit Project and objectives and receive feedback on initial alignments, station options and screening criteria.
2	March 30, 2015	To provide an update on work to date, and receive feedback on potential station areas, the evaluation criteria and preliminary screening of potential station areas.
3	July 29, 2015	To provide an update on work to date, and receive feedback on potential station areas, the evaluation criteria and preliminary screening of potential station areas.
4	April 7, 2016	To provide an update on the study status, present the results of the corridor evaluation, and introduce the alignments being considered and the preliminary thinking on the alignment evaluation.
5	June 17, 2016	To provide an update on the study status, present the results of the corridor evaluation, and introduce the alignments being considered and the preliminary thinking on the alignment evaluation.
6	December 19, 2016	To provide an update on recent progress on the Project and to solicit feedback on the preliminary findings.
7	September 22, 2017	To provide an update on progress of the Project and to solicit feedback on the work completed to date, including draft alignment and station drawings.

TAC meeting summaries are provide in **Appendix 4-7**.

### 4.2.2 Elected Official Briefings

The Mayor and Members of City Council were briefed during each phase of the Transit Project. Technical briefings were held before public consultations and before reporting to City Council. Staff also met individually with local Councillors at key milestones. **Table 4-2** provides an outline of Elected Official Briefings.

**Table 4-2: Elected Official Briefings**

Ward	Councillor	Date
All	Relief Line Technical Briefings, Mayor and all City Councillors Invited	February 26, 2013 March 5, 2014 February 19, 2015 January 26, 2016 May 26, 2016
26	Councillor Burnside	June 22, 2016
30	Councillor Fletcher	February 18, 2016 May 16, 2016 June 13, 2016 July 26, 2016 September 14, 2016 January 27, 2017 February 14, 2017 March 2, 2017 March 14, 2017 February 9, 2018 February 26, 2018
29	Councillor Fragedakis	December 7, 2015 January 27, 2016 June 1, 2016 March 27, 2017 March 1, 2018
28	Councillor McConnell Councillor Troisi	January 28, 2016 March 29, 2017 February 27, 2018
20	Councillor Cressy	March 9, 2018
27	Councillor Wong-Tam	March 21, 2018

### 4.2.3 Indigenous Communities

An engagement plan was developed for consultation with interested Indigenous Communities. As part of this plan, in October 2014, the Project Team met with the Ministry of the Environment, Conservation and Parks (MECP) to seek guidance on key aspects of the Transit Project, including Indigenous Communities to be engaged.

Indigenous Communities were engaged at key milestones throughout the Transit Project. Notifications were sent via email and registered mail to the following Indigenous Communities:

- Mississauga's of the New Credit First Nation;
- Huron-Wendat Nation;
- Kawartha Nishnawbe First Nation;
- Métis Nation of Ontario;
- Alderville First Nation;
- Curve Lake First Nation;
- Hiawatha First Nation; and
- Mississauga's of Scugog Island.

All correspondence was sent to the Williams Treaty First Nations Coordinator.

Communications with each of the above-noted Indigenous Communities included updates on the Project, invitations to public meetings, and opportunities to submit input and connect with the Project Team. **Table 4-3** outlines Indigenous Community outreach.

**Table 4-3: Indigenous Communities Communications**

Date	Purpose	Description
May 6, 2014	Communication: Introduction and overview of the Project	To introduce the Transit Project and phases of work.
April 20, 2015	Communication: Project update	The Study Team finalized the Terms of Reference and Public Consultation Plan.
June 5, 2015	Communication: Project update	Provided an update on Phase 3 of the Relief Line project Assessment.
Feb 23, 2016	Communication: Project – update	The study recommended the preferred corridor would connect from Pape Station to Downtown via Queen/Richmond.
May 24, 2016	Communication: Project update	Provided the six potential alignments within the preferred corridor.
July 31, 2017	Response: Mississaugas of the New Credit First Nation (MNCFN)	At this time MNCFN does not have a high level of concern for this project. MNCFN would like to be immediately notified if there are any changes to the project and provide a copy of all environmental and archaeological reports. MNCFN requests that Field Liaisons are on location whenever any fieldwork is undertaken.
August 2, 2017	Communication: Project update	City Council has approved a Pape/Eastern/Queen alignment for the Relief Line.
September 25, 2017	Response: Curve Lake First Nations	<p>Curve Lake First Nations strongly suggested that we provide Karry Sandy–McKenzie with a copy of our proposal. Curve Lake stated the filing fee of 250.00 for this project. Based on this project Curve Lake requested a special consultation framework.</p> <p>Curve Lake requested a summary statement indicating how the project will address the following areas of concern:</p> <ul style="list-style-type: none"> <li>• First nation within Traditional and Treaty Territory;</li> <li>• Possible environmental impacts;</li> <li>• Impact of Aboriginal heritage and cultural values; and</li> <li>• Endangered Species.</li> </ul> <p>Curve Lake also requested that if any excavation unearth bones, remains or other such remains, Curve Lake is to be notified immediately.</p>

#### 4.2.4 Stakeholder Advisory Group Meetings

A Stakeholder Advisory Group (SAG) was formed in the early planning phase to provide ongoing input and advice at key milestones to the Project Team. Membership on the SAG consisted of local community leaders and representatives from businesses and institutions, as well as issue experts. Each SAG meeting included a plenary overview presentation by the Project Team along with interactive activities to encourage discussion (e.g. questions of clarification, facilitated small group discussions, mapping exercises, etc.). The SAG Terms of Reference is attached in **Appendix 4-8**. A total of five SAG meetings were held during the Transit Project, as summarized in **Table 4-4**.

**Table 4-4: Stakeholder Advisory Group Meetings**

Meeting No.	Date	Attendance	Purpose
1	March 24, 2015	33	The introductory SAG meeting featured a plenary presentation focusing on the project background, scope, process and opportunities for public engagement, followed by questions of clarification and facilitated small group discussions about the proposed evaluation criteria and station areas. Minutes from SAG Meeting #1 are available in <b>Appendix 4-2</b> .
2	June 9, 2015	24	The second SAG meeting utilized a similar format with the addition of a mapping exercise to present and discuss the evaluation results for potential station locations and seek input on potential corridors. Minutes from SAG Meeting #2 are available in <b>Appendix 4-3</b> .
3	February 22, 2016	28	This SAG meeting also featured a plenary presentation, questions of clarification, facilitated small group discussions and mapping exercise. The purpose of this meeting was to present and discuss the results of the corridor evaluation process and seek input on potential alignments. Minutes from SAG Meeting #3 are available in <b>Appendix 4-4</b> .
4	May 30, 2016	15	The purpose of this SAG meeting was to provide an update on the City's transit planning initiatives, and present and discuss the results of the evaluation of Relief Line alignment options, the emerging preferred alignment, and proposed locations for Relief Line station entrances. The meeting format included a plenary presentation, followed by questions of clarification, and a facilitated full group discussion. Minutes from SAG Meeting #4 are available in <b>Appendix 4-5</b> .
5	March 2, 2017	12	The final SAG meeting featured a plenary presentation focusing on the preferred alignment and station locations, as well as two options for the local segment area, followed by questions of clarification, and a facilitated full group discussion. Minutes from SAG Meeting #5 are available in <b>Appendix 4-6</b> .

### Local Segment Advisory Group

A Local Segment Stakeholder Advisory Group (LSSAG) was formed in Fall 2016, following direction from Toronto City Council, to provide input on an additional assessment of an alignment west of Pape Avenue, starting immediately north of the GO rail corridor on Pape Avenue to south of Queen Street. The LSSAG consisted of residents and businesses within the local segment area. The format of the LSSAG meetings was similar to the SAG meetings and comprised a plenary overview presentation along with group discussion. Three LSSAG meetings were held, as summarized in **Table 4-5**.

**Table 4-5: Local Segment Advisory Group Meetings**

Meeting No.	Date	Attendance	Purpose
1	November 15, 2016	15	This first LSSAG meeting was used to present and discuss alignment options and potential station locations within the local segment area. Minutes from LSSAG Meeting #1 are available in <b>Appendix 4-6</b> .
2	February 23, 2017	10	The purpose of this LSSAG meeting was to provide an overview of the technical work completed since November 2016. Minutes from LSSAG Meeting #2 are available in <b>Appendix 4-6</b> .
3	March 21, 2017	7	The last LSSAG meeting was used to present and discuss the results of the evaluation of options for the local segment alignments. Minutes from LSSAG Meeting #3 are available in <b>Appendix 4-6</b> .

### 4.2.5 Public Meetings

Close to 30 public meetings were held between 2014 and 2017 to provide stakeholders and the public with the opportunity to learn about and comment on the Transit Project. Some of these meetings were combined with other transit-related consultations held across the city. The public meetings were designed to encourage broad participation through a variety of engaging formats (e.g. open house, plenary presentation, questions of clarification, mapping exercises, etc.). An overview of the public meetings held throughout the Transit Project is provided in **Table 4-6** to **Table 4-11**.

**Table 4-6: Public Meetings (Phase 1A)**

Phase	Date, Time, and Venue	Purpose
1A	<ul style="list-style-type: none"> <li>• April 5, 2014 (9:00AM – 1:00 PM) at Sheraton Centre Toronto</li> <li>• April 10, 2014 (5:30PM – 9:30PM) at Riverdale Collegiate Institute</li> <li>• April 12, 2014 (9:00AM – 12:00PM) at Holy Name Parish</li> </ul>	Three public meetings were convened, in partnership with Metrolinx, to provide information and receive input on the development of a Regional Relief Strategy. Each two hour meeting featured a plenary presentation followed by questions of clarification and facilitated small group discussions. The Relief Line South portion of the meetings focused on the Terms of Reference and Public Consultation Plan for the Transit Project.

**Table 4-7: Public Meetings (Phase 1B/2)**

Phase	Date, Time, and Venue	Purpose
1B/2	<ul style="list-style-type: none"> <li>• March 3, 2014 (7:00PM – 9:00 PM) at Calvary Church</li> <li>• March 5, 2015 (7:00PM – 9:00 PM) at Riverdale Collegiate Institute</li> <li>• March 9, 2015 (7:00PM – 9:00 PM) at St. Lawrence Hall</li> <li>• March 12, 2015 (7:00PM – 9:00 PM), at Christ Church Deer Park</li> </ul>	Four interactive open house style public meetings were held during this phase of the Project. Each meeting focused on the Relief Line South and included a plenary presentation and video, followed by questions of clarification and a facilitated open house featuring display panels and large-scale maps. The purpose of this phase of public meetings was to present and obtain input on the problem statement, rationale for the Project, “long list” of potential station area options, and the development of evaluation criteria.

**Table 4-8: Public Meetings (Phase 3)**

Phase	Date, Time, and Venue	Purpose
3	<ul style="list-style-type: none"> <li>• June 13, 2015 (9:30AM-12:30PM) at Burnhamthorpe Collegiate Institute</li> <li>• June 15, 2015 (6:30PM-9:30PM) at Estonian House</li> <li>• June 17, 2015 (6:30PM-9:30 PM) at Spring Garden Baptist Church</li> <li>• June 18, 2015 (6:30PM-9:30PM) at Archbishop Romero Catholic Secondary School</li> <li>• June 20, 2015 (6:30PM-9:30PM) at Hyatt Regency Hotel</li> <li>• June 22, 2015 (6:30PM-9:30PM) at Sir Winston Churchill Collegiate Institute</li> <li>• June 24, 2015 (6:30PM-9:30PM) at Scarborough Civic Centre</li> <li>• June 25, 2015 (6:30PM-9:30PM) at Riverdale Collegiate Institute</li> </ul>	Line South, SmartTrack, GO Regional Express Rail and Scarborough Subway Extension. Each two hour meeting was designed as an interactive open house and featured a plenary presentation and questions of clarification, after which participants were invited to view display panels and provide input through interactive stations on each project. The focus of the Relief Line portion of the meetings was to present and discuss the “short list” of potential station area options based on the evaluation results and introduce four potential corridor options.

**Table 4-9: Public Meetings (Phase 4A)**

Phase	Date, Time, and Venue	Purpose
4A	<ul style="list-style-type: none"> <li>February 16, 2016 (6:30PM-8:30PM) at Jean Vanier Catholic Secondary School</li> <li>February 20, 2016 (9:30AM-11:30AM) at Richview Collegiate Institute</li> <li>February 24, 2016 (6:30PM-8:30PM) at Metro Toronto Convention Centre</li> <li>February 25, 2016 (6:30PM-8:30PM) at Riverdale Collegiate Institute</li> <li>February 27, 2016 (6:30PM-8:30PM) at Scarborough Civic Centre</li> <li>March 9, 2016 (6:30PM-8:30PM) at Lakeshore Collegiate Institute</li> <li>March 22, 2016 (6:30PM-8:30PM) at Nelson Mandela Park Public School</li> </ul>	<p>During this phase, the City of Toronto co-hosted seven public meetings with Metrolinx to provide information about several key rapid transit initiatives as part of a network approach to transit planning. Each meeting consisted of a plenary presentation, followed by questions of clarification and an open house where participants could view panels and provide input through interactive stations. The focus of the Relief Line South portion of the meetings was to present and discuss the results of the evaluation of potential corridors, including the recommended preferred corridor, and identifying more specific and detailed potential alignments and stations within the preferred corridor.</p>

**Table 4-10: Public Meetings (Phase 4B)**

Phase	Date, Time, and Venue	Purpose
4B	<ul style="list-style-type: none"> <li>May 31, 2016 (6:30PM-8:30PM) at Scarborough Civic Centre</li> <li>June 1, 2016 (6:30PM-8:30PM) at Metro Toronto Convention Centre</li> <li>June 2, 2016 (6:30PM-8:30PM) at Riverdale Collegiate Institute</li> <li>June 4, 2016 (9:30AM-11:30AM) at York Humber High School</li> <li>June 15, 2016 (6:30PM-8:30PM) at Matty Eckler Community Centre</li> <li>June 20, 2016 (6:30PM-8:30PM) at Calvary Church</li> <li>June 21, 2016 (3:30PM-6:30PM) at City Hall, Members' Lounge</li> </ul>	<p>Public meetings during this phase, which were held in partnership with Metrolinx, followed a similar format as earlier meetings. They consisted of a plenary presentation, followed by questions of clarification and an interactive open house. The Relief Line portion of the meetings focused on the results of the evaluation of potential alignments, including the recommended preferred alignment and station locations.</p>

**Table 4-11: Public Meetings (Phase 4C)**

Phase	Date, Time, and Venue	Purpose
4C	<ul style="list-style-type: none"> <li>April 5, 2017 (6:30PM-8:30PM) at Morse Street Public School</li> </ul>	<p>The purpose of this public meeting was to present and discuss the results of the evaluation of an additional alignment option within an identified local segment area. The meeting featured a plenary presentation, followed by questions of clarification and an interactive open house where participants could view display panels and provide input.</p>

**Online Engagement** – Information about the planning of the Relief Line South was posted on the Project website and people were encouraged to provide input using various tools (e.g. MetroQuest, FluidSurveys, etc.).

## 4.3 Consultation Resources

### 4.3.1 Consultation Materials

A variety of consultation materials (e.g. presentations, display panels, maps, discussion guides, comment forms, etc.) were developed to inform and support discussion at the SAG, LSSAG and public meetings. These resources were designed to be interactive, informative and accessible to facilitate participation.

## 4.4 Summary of Consultation Activities

High level summaries of the feedback received during each phase of the Transit Project are presented below. The summaries reflect the input obtained through SAG, LSSAG and public meetings as well as online consultation activities.

### 4.4.1 Phase 1A – Terms of Reference and Public Consultation Plan

The purpose of this phase was to 'set the stage,' by engaging stakeholders and the public in shaping the project Terms of Reference and Public Consultation Plan. This phase of the project was conducted in April 2014, in coordination with Metrolinx, which was simultaneously undertaking public consultation on the Yonge Relief Network Study (YRNS).

Consultation methods included stakeholder and public meetings in parallel with online engagement opportunities, primarily via the project website.

#### **Summary of Comments on the Terms of Reference**

- Proceed with contest for naming the Relief Line;
- Consider expanding study area to north and west;
- Include a cost-benefit analysis for each potential alignment;

- Commit to incorporating sustainable transportation (e.g. cycling, walking) into the decision-making process;
- Include an urban planning visioning process of the study area;
- Clarify relationship with the city's *Feeling Congested?* initiative and land use planning;
- Develop a style guide with authentic, confident, ambitious and timely messaging;
- Collaborate with Metrolinx, Toronto Official Plan (OP) Review and other initiatives;
- Liaise with Toronto Hydro and other utilities;
- Continue stakeholder meetings and consider targeting by sector;
- Share comprehensive list of stakeholders;
- Develop an FAQ and glossary;
- Benchmark the Relief Line South compared to projects in other countries; and
- Invite international experts to assist with the Project.

**Summary of Comments on Consultation Plan**

- Continue using a combination of open houses and online consultation;
- Continue using online surveys;
- Ensure meetings are held across the broader geography of the City;
- Hold consultations on weekday evenings in community centres; civic centres and schools when possible;
- Continue using a project website as well as other online tools, such as Twitter, Facebook and Reddit;
- Translate materials into multiple languages;
- Explore mapping opportunities and interactive tools;
- Continue to use crowdsourcing materials, such as the wiki;
- Hold mini forums in various areas using street teams;
- Have street teams and/or suggestion boxes on transit vehicles to allow other members of the public to contribute; and
- Make sure the public understands the Transit Project Assessment Process (TPAP) and the limited opportunities to change outcomes.

The revised Terms of Reference and Public Consultation Plan were approved by City Council in June 2014.

The participation results for this phase are summarized in the **Table 4-12** below.

**Table 4-12: Phase 1A Participation Results**

Consultation Activity	No. of Participants
Public Meetings	250
Feedback <ul style="list-style-type: none"> <li>• Discussion Workbooks</li> <li>• Responses to Terms of Reference and Proposed Consultation Plan</li> <li>• Terms of Reference Wiki</li> </ul>	115
Email	23
Phone	N/A
Total	288

**4.4.2 Phase 1B/2 – Problem Statement, Project Rationale, “Long List” of Options and Evaluation Criteria**

Phases 1B and 2 were conducted simultaneously in March 2015 to expedite work on the Transit Project. The aims of these phases were to establish the opportunities and rationale for the project (Phase 1B) and identify potential station areas and confirm the evaluation criteria (Phase 2).

During these phases of consultation, the Study Team engaged participants in conversations about transportation policies in the Official Plan and encouraged participants to identify key activity areas. This feedback assisted the Study Team in narrowing down options for potential station locations.

The engagement methods included four public meetings and one SAG meeting. Opportunities to provide feedback at the public meeting were mirrored on the project website, via an interactive mapping tool (MetroQuest) and a survey. Multiple social media platforms (e.g. Facebook, Twitter, and Instagram) were used to promote dialogue and participation.

Thousands of comments were received related to potential station areas and the evaluation criteria. Several key themes emerged in the feedback obtained through consultation activities about connections, congestion, future growth and development and accessibility.

**Summary of Participant Feedback**

The following points provide a high-level synopsis of the key themes which emerged in the review of all submitted feedback.

- Relief Line South needs to be part of an integrated transit network, including connections to subway lines, the streetcar system, SmartTrack, and GO Transit;
- It is important to plan for future extensions of the Relief Line South to the north and west;
- Don't tear up Queen and King Street during construction;
- Protect neighbourhoods, parks and cultural heritage;
- Look for ways that the Relief Line South can provide opportunities for city building and redevelopment around stations; and



- Link important destinations, including Financial District, St. Lawrence Market, City Hall, the Distillery District and George Brown College.

Feedback collected informed potential corridors and proposed station areas which were subject to a more detailed analysis in Phase 3 (**Table 4-13**).

**Table 4-13: Phase 1B/2 Participation Results**

Consultation Activity	No. of Participants
Stakeholder Advisory Group	33
Public Meetings	375
Feedback <ul style="list-style-type: none"> <li>• MetroQuest</li> <li>• Online Survey</li> <li>• Public meeting sticky notes</li> </ul>	2,618
Email	67
Phone	N/A
Total	3,093

#### 4.4.3 Phase 3 – Evaluate Corridor and Station Location Options to Produce “Short List”

Consultation during Phase 3, held during June 2015, sought input on the evaluation of 45 potential station locations and four potential corridor options:

- Corridor A - Broadview to Queen/Richmond;
- Corridor B – Pape to Queen/Richmond;
- Corridor C – Broadview to King/Wellington; and
- Corridor D – Pape to King/Wellington, via Queen.

This phase included eight public meetings across the city as well as a SAG meeting in June 2015. Interactive exercises were mirrored both at the meetings and online.

##### **Summary of Participant Feedback**

Participants generally agreed with the proposed station areas, which were sorted into stations on Line 2, downtown and east and west of the Don Valley. They provided feedback via maps, display panels, worksheets and the online survey. Key findings included:

- Support for a station at Bay Street as well as at King and Queen Streets, acknowledging concerns about overcrowding at those stations;
- Preference for connection to Line 2 at Pape Station; and
- Stations with connections to existing and planned transit lines and at key locations, including Gerrard Square, Regent Park and the West Donlands.

Participant feedback indicated a preference for either a Pape to Queen/Richmond corridor (Corridor B) or a Pape to King/Wellington via Queen Street corridor (Corridor D). There was general support for the timely completion of the Relief Line South, and an understanding of its importance in the City’s long-term plans. Feedback also outlined concerns about disruptions to existing service during construction and potential social impacts from increased property values resulting from the new rapid transit line.

The feedback from this phase was used to inform the final analysis and identification of a preferred corridor. **Table 4-14** summarizes the participation results.

**Table 4-14: Phase 3 Participation Results**

Consultation Activity	No. of Participants
Stakeholder Advisory Group	24
Public Meetings	335
Feedback <ul style="list-style-type: none"> <li>• Online Survey</li> <li>• Public meeting sticky notes</li> </ul>	460
Email	13
Phone	N/A
Total	832

#### 4.4.4 Phase 4 – Evaluate “Short List” of Options to Identify Preferred Options

Community engagement continued through Phase 4 during 2016 and 2017, and increasingly focused on refining the preferred corridor and station locations to identify a preferred route. The feedback obtained through Phases 4A, 4B and 4C was instrumental in arriving at the preferred alignment and stations.

#### 4.4.5 Phase 4A – Evaluate Corridors and Identify Alignment Options within Preferred Corridor

Phase 4A, which took place between February and March 2016, presented the evaluation of refined corridor options, along with a preferred corridor and potential alignments for public feedback.

In addition to a SAG meeting and continued use of online engagement tools, seven public meetings were held on the Relief Line South in conjunction with consultation on other network initiatives (i.e. GO RER/SmartTrack, Scarborough Transit Expansion and the Waterfront Transit ‘Reset’).

Participants provided feedback on four potential alignments and the proposed station locations via sticker-dot exercises, maps, feedback forms and an online survey.

##### **Summary of Participant Feedback**

Most participants agreed with the emerging preferred corridor. In terms of the alignment options within the preferred corridor, those who indicated a preference for a more southern alignment

highlighted the benefits of future development and destinations closer to the waterfront and the need to relieve congestion on the King Street streetcar and at Union Station. There were concerns expressed about construction impacts and costs in general. The input gathered during this phase was used to finalize the evaluation of the alignments and station locations.

#### 4.4.6 Phase 4B – Evaluate Alignment Options within Preferred Corridor

The focus of consultations held in May and June 2016 was to present and seek feedback on the alignment options within the preferred corridor. One SAG meeting and nine public meetings were held. Participants were asked whether the project team “got it right” in regards to the emerging preferred alignment.

##### **Summary of Participant Feedback**

Feedback revealed concerns regarding the portion of the alignment that followed Pape Avenue south of Gerrard Street, due to perceived impacts on homes and residents of construction and operation. Concerns were also raised about traffic congestion, construction impacts, adequate consultation with affected homeowners, and connection of the Relief Line to other planned infrastructure.

In July 2016, the results of Phase 4B were presented to City Council along with a recommended preferred alignment and stations for the Relief Line South in July 2016. City Council approved the Pape-Eastern-Queen alignment, subject to undertaking additional assessment of the alignment within a local segment located west of Pape Avenue, starting immediately north of the GO tracks on Pape Avenue to south of Queen Street.

#### 4.4.7 Phase 4C – Evaluate Local Segment Options

Based on the direction of City Council in Phase 4B, an additional phase of analysis was undertaken for a local segment between November 2016 and May 2017. Evaluation of alignment options within the local segment were presented for community feedback. Three meetings of the LSSAG were held, along with one SAG meeting, and one public meeting were held.

##### **Summary of Participant Feedback**

Three main themes emerged from the feedback: affordability, construction and a preference for the alignment that followed Carlaw rather than Pape. Feedback also advised reviewing costs for the Pape Avenue and Carlaw Avenue alignments, developing a Traffic Management Plan to manage traffic, local access, communicating further with businesses, residents and others. **Table 4-15** summarizes the Phase 4 participation results.

**Table 4-15: Phase 4 Participation Results**

Consultation Activity	No. of Participants
Stakeholder Advisory Group • SAG • LSSAG	44
Public Meetings • Phase 4A • Phase 4B • Phase 4C	2,135
Feedback • Comment Forms (hardy copy or electronic) • Public meeting sticky notes	830
Email	101
Phone	N/A
Total	3,110

### 4.5 Communication and Consultation throughout the TPAP

This section provides a summary of consultation undertaken during the TPAP for the Relief Line South. As the Transit Project progresses through TPAP, **Appendix 4-9** will be updated to include all consultation materials (i.e. project notices, correspondence, comments, and materials associated with public meetings).

#### 4.5.1 Notice of Commencement

The Notice of Commencement was issued on April 16, 2018 and is included in **Appendix 4-10**. The Notice provided a description of the Transit Project and an overview of the TPAP. The Notice also informed the public about how they could participate in the TPAP, including details of three public meetings. The methods used to distribute the Notice of Commencement are provided in **Table 4-16**.

**Table 4-16: Notice of Commencement Distribution**

Date	Distribution Method
April 16, 2018	Email to Technical Advisory Committee
April 16, 2018	Email to Stakeholder Advisory Group
April 16, 2018	Email to Elected Officials
April 16, 2018	Direct mail to 2405 property owners within 60 m of the proposed alignment
April 16, 2018	Direct mail to 5678 directly affected property owners
April 16, 2018	Email to 3392 individuals who signed up for Relief Line project updates
April 16, 2018	Posting on the Project website
April 16, 2018	Publication in <i>Metro News</i> Newspaper
April 19, 2018	Publication in <i>Beach-Riverdale/East York Mirror</i> Newspaper
April 19, 2018	Publication in <i>Ming Pao</i> Newspaper in Chinese
April 19, 2018	Publication in <i>Sing Tao</i> Newspaper in Chinese
April 20, 2018	Publication in <i>The Greek Press</i> in Greek
April 23, 2018	Publication in <i>Metro News</i>
April 25, 2018	Publication in <i>Ming Pao</i> Newspaper in Chinese
April 25, 2018	Publication in <i>Sing Tao</i> Newspaper in Chinese
April 26, 2018	Publication in <i>Beach-Riverdale/East York Mirror</i> Newspaper
April 27, 2018	Publication in <i>The Greek Press</i> in Greek

## 4.5.2 General Public

### Public Meetings

Approximately 520 people participated in three public meetings that were held during the TPAP. Details of these meeting are outlined in **Table 4-17**.

**Table 4-17: Public Meetings held during the TPAP**

Date and Time	Location	Number of Attendees
April 23, 2018 6:30pm – 8:30pm	Calvary Church 746 Pape Avenue	226 Councillor Fragedakis in attendance
April 28, 2018 6:30pm – 8:30pm	St. James Cathedral Centre 65 Church Street	84 Mayor Tory Councillor Wong Tam in attendance
April 30, 2018 6:30pm – 8:30pm	Morse Street Public School 180 Carlaw Avenue	207 Councillor Fletcher in attendance

Each public meeting featured a series of display boards with members of the Project Team on-hand to provide information and answer questions (see **Appendix 4-9** for display boards). Large-scale aerial maps of the alignment and station locations were laid out on tables to help attendees understand the relationship of the alignment and station locations within the context of the local geography and land uses.

A "live comments" table was set up to allow participants to provide direct verbal feedback for the record. In addition, display boards were located at the live comment recording station, asking participants what kind of follow-up events and information would be helpful to keep the public informed about the Relief Line South project as it advances. Comment forms were also offered to all attendees to provide feedback (26 completed comment forms were received). All information displayed at the public meeting was posted on the Project website on April 23, 2018.

Members of the City's Real Estate Services were on hand to have one-on-one conversations with affected property owners. This helped to provide information about the process that will be followed once the Project receives full funding and is ready to move forward.

More details about the public meeting and the feedback received is provided in the Relief Line South Transportation Project Assessment Process Consultation Report (see **Appendix 4-9**).

### Phone and Email

Members of the public were encouraged to contact 416-338-1065 or [reliefline@toronto.ca](mailto:reliefline@toronto.ca) to submit comments. **Table 4-18** provides an overview of the communications that were received via these methods. All questions received by email and phone were personally responded to by members of the Project team and City staff.

**Table 4-18: Phone and Email Responses**

Method of Feedback	Responses
Phone	44
Email	107

### Summary of Feedback Received from the General Public

Comments received during the TPAP consultations related to the following themes:

- Construction Phasing;
- Consultation Format;
- Opposition/support for the Relief Line South;
- Funding;
- Noise and Vibration Impacts;
- Property Impacts;
- Station Design;
- Station Locations;
- Subway Alignment;
- Surface Level Impacts; and
- Transit Integration.

Further details on the consultation activities and the feedback received from the public and responses provided by the Study Team are provided in **Appendix 4-9**.

### 4.5.3 Communication with Directly Affected Property Owners

In addition to the Notices of Commencement that were distributed to properties within 60 meters of the Transit Project, letters and notices were also sent out to potentially impacted property owners. Preliminary property requirements for the Relief Line South have been determined based on the conceptual design work completed to date. Letters were distributed to property owners that could be potentially fully or partially impacted by permanent structures as well as properties which require easements for the subway infrastructure and temporary impacts due to construction activities. Potential property impacts were classified in 5 tiers:

- **Tier 1 - Permanent full or partial property requirement** for a new surface structure (e.g. station entrances, vent shafts, or emergency exits).
- **Tier 2 - Permanent underground easement** for new underground structure (e.g. tunnelling, underground passageway). A temporary easement during construction may also be required at some properties.
- **Tier 3 - Permanent easement** preferred by the TTC for above and below ground TTC structures. The general requirement is a 3m lateral easement with some exceptions. A temporary easement during construction may also be required at some properties.
- **Tier 4 - Temporary easement required during construction.** Main activity of property can continue through construction (e.g., access road, temporary shoring underneath property).
- **Tier 5 - Temporary full property requirement** (e.g., a proposed staging area occupying a majority of a property including any structures)

The Project team conducted door-to-door visits with residential properties including condominiums in tier 1 and 5. The purpose of these visits was to provide information, answer questions, and encourage people to attend the public meetings. Questions raised by the owners related to property values, the acquisition process and the timing of the construction and operation of the Transit Project. If no one answered the door, a note was left in the mailbox inviting them to contact the City to schedule a meeting to discuss the Project in further detail (included in **Appendix 4-9**). Tier 2, 3 and 4 properties received an addressed mail with information on the Relief Line South project, easements and encouraged property owners to schedule meetings with City of Toronto Real Estate Services. City of Toronto Real Estate Services staff had phone conversations and in-person meetings with 26 affected property owners. Copies of all tier 1-5 property letters are included in **Appendix 4-9**.

### 4.5.4 Technical Advisory Committee

TAC members were emailed the Notice of Commencement of the TPAP on April 16, 2018. A digital copy of the Draft Environmental Project Report was circulated to all TAC members for review on May 4, 2017. A TAC meeting was held on May 23, 2018 to provide an overview of the draft EPR and address questions.

### 4.5.5 Government Review Team

Consultation with the Government Review Team (GRT) members during the TPAP included the distribution of the Notice of Commencement and Draft EPR as described below.

#### **Notice of Commencement and Draft Environmental Project Report**

The Notice of Commencement and Draft EPR were sent electronically to the GRT on April 19, 2018. The agencies were asked to review the Draft EPR and provide comments by May 8, 2018. The agencies were also given the option of requesting hard copies of the Draft EPR or digital copies on USBs. On May 7, 2018 a courtesy email was sent to the GRT to remind them of the comment deadline. Correspondence and comments received are provided in **Appendix 4-11**.

#### **Meetings**

Prior to the commencement of the TPAP, the Project team met with the Ministry of Environment, Conservation and Parks (MECP) on March 22, 2017 to discuss the Relief Line South and the general approach and schedule for the TPAP. An early Draft EPR was provided at that time. MECP provided a list of agencies for the GRT for distribution of the Draft EPR. The Project team also met with Ministry of Tourism, Culture and Sport (MTCS) and Toronto and Region Conservation Authority (TRCA) before the TPAP commenced. During the TPAP, meetings were held with MECP, MTCS and Toronto District School Board (TDSB). A summary of the discussions that took place during these meetings are provided in **Table 4-19**.

**Table 4-19: Summary of GRT Meetings**

Date	Agency	Location	Summary of Meeting
March 13, 2018	MCTS	City Hall, 100 Queen Street W, 21 Floor	MTCS provided comments on the CHAR regarding potential direct/indirect impacts on specific properties.
March 22, 2018	MECP	MECP, 135 St. Clair Avenue West, 2nd Floor	Overview of the Transit Project, including key milestones and issues. Key issues raised by the community during the early planning work on the Project were discussed, as well as how these concerns had been addressed. An early draft EPR was provided for review.
April 10, 2018	TRCA	TTC, 5160 Yonge St. 11th floor	Discussion regarding TRCA flood protection study for the Don River north of the rail corridor as it pertains to the Project.
May 25, 2018	MTCS	City Hall, 100 Queen Street W, 21 Floor	Reviewed comments on the updated CHAR regarding potential direct/indirect impacts on specific properties.
June 8, 2018	TDSB	TDSB, 5050 Yonge St, 5 <sup>th</sup> Floor	Overview of the Project and discussion of potential impacts on TDBS properties.
June 27, 2018	TDSB	Morse Public School, 180 Carlaw Avenue	Meeting with TDSB staff on site at Morse Street Junior Public School for a site visit regarding proposed Emergency Exit Building and timing of construction.

#### 4.5.6 Indigenous Communities

The Notice of Commencement was sent to the following Indigenous Communities via email on April 16, 2018:

- Mississaugas of the New Credit First Nation;
- Huron-Wendat Nation;
- Kawartha Nishnawbe First Nation;
- Métis Nation of Ontario;
- Alderville First Nation;
- Curve Lake First Nation;
- Hiawatha First Nation; and
- Mississaugas of Scugog Island.

A copy of the email is provided in **Appendix 4-9**.

Prior to Notice of Commencement, the Study Team sent a letter to Indigenous Communities on April 3, 2018, to provide Project update, included advance notice of the upcoming TPAP. It should be noted that in a letter dated August 1, 2017, the MECP provided a list identifying Indigenous communities who may have an interest in the Transit Project. The list did not include any additional communities than those that were consulted during the early planning phases of the Project. The Notice of Commencement was sent to Indigenous communities via email and registered mail on April 16, 2018. Copies of the emails and letters are provided in **Appendix 4-9**.

Follow-up emails were sent on April 23, June 29 and July 13, 2018. Reminder phone calls were made on May 30, June 27, and July 13, 2018 to ensure that the communities received the reports and remind them of the comment deadline for the Draft EPR.

**Table 4-20** and **Table 4-21** provide a summary of the comments received from the Indigenous communities on the Draft EPR and the Study Team's responses to the comments. Letters that included the Study Team's responses were sent directly to each Indigenous Community that provided comments prior to the publication of the EPR. The letters and all correspondence with Indigenous Communities are provided in **Appendix 4-9**.

The Study Team did not receive comments from the following groups:

- Alderville First Nation;
- Métis Nation of Ontario; and
- Kawartha Nishnawbe First Nation.

**Table 4-20: Comments Received from Indigenous Communities on the Draft EPR (1/2)**

Date Received	Indigenous Community	Questions / Comments	Response Date	Study Team Response
April 26, 2018	(Megan DeVries) Mississaugas of the New Credit First Nation	MNCFN requested that Field Liaison Representatives (FLRs) are on site whenever any environmental or archaeological fieldwork (Stages 2 through 4) is occurring within their treaty territory. MNCFN also requested to be kept updated as the Project progresses.	June 14, 2018	Summary of response provided: <ul style="list-style-type: none"> <li>• Listed key project milestones</li> <li>• EPR /conceptual design reports nearing completion</li> <li>• future commitment to undertake a Stage 2 Archaeological Assessment</li> <li>• commitment to keeping MNCFN updated as study and design progress</li> </ul>
May 3, 2018	Huron-Wendat Nation	The Huron-Wendat Nation were satisfied with the report for the purposes of the Stage 1 assessment of the area. The Huron-Wendat Nation requested to be consulted at every stage of the Project and advised that they would be open to provide liaisons for all field work.	N/A	Noted
May 30, 2018 (phone call)	(Tom Cowie) Hiawatha First Nation	No questions or concerns were raised.	N/A	Noted
May 30, 2018 (phone call)	(Dave Mowat) Mississaugas of Scugog Island	No questions or concerns were raised.	N/A	Noted

**Table 4-21: Comments Received from Indigenous Communities on the Draft EPR (2/2)**

Date Received	Indigenous Community	Questions / Comments	Response Date	Study Team Response
August 7, 2018	(Dr. Julie Kapyrka) Curve Lake First Nation	Curve Lake First Nation provided comments the Stage 1 Archaeological Assessment Report. The comments were regarding the Indigenous Resources section.	August 8, 2018	Thank you for your email of August 7, 2018 providing feedback on the draft Environmental Project Report for the Relief Line South transit project. Your comments seek to clarify and correct references to the history of “Algonkian-speaking” peoples and Anishinaabeg peoples in the Stage 1 Archeological Assessment. As Stage 1 Archeological Assessment has already been finalized we will not be able to make the requested changes to that specific document; however, we will include the additional historical information you have provided as part of the consultation record for this project, which will be reflected in the final Environmental Project Report. I will also forward your comments to Golder so that they can update their files for future reports.

#### 4.5.7 Notice of Completion and 30-Day Review of the Environmental Project Report

One hundred and twenty days following the Notice of Commencement, the Notice of Completion of the EPR was first published on August 14, 2018. A copy of the Notice of Completion of the EPR is provided in **Appendix 4-12**. The Notice of Completion provided the remaining anticipated milestone dates for the TPAP, along with the opportunity to review the EPR and submit comments.

The methods used to distribute the Notice of Completion of the EPR are summarized in **Table 4-22**.

**Table 4-22: Method of Distribution the Notice of Completion of the EPR**

Date	Distribution Method
August 14, 2018	Email to Technical Advisory Committee
August 14, 2018	Email to Stakeholder Advisory Group
August 14, 2018	Email to Elected Officials
August 14, 2018	Tweets from various City, Metrolinx and TTC accounts
August 14, 2018	Email to Government Review Team
August 14, 2018	Registered mail and email to Indigenous communities and organizations
August 14, 2018	Direct mail to 2405 property owners within 60 m of the proposed alignment
August 14, 2018	Direct mail to 5678 directly affected property owners
August 14, 2018	Email to 3552 individuals who signed up for Relief Line project updates
August 14, 2018	Posting on the Project website
August 14, 2018	Publication in Metro News Newspaper
August 16, 2018	Publication in Beach-Riverdale/East York Mirror Newspaper
August 14, 2018	Publication in Ming Pao Newspaper in Chinese
August 14, 2018	Publication in Sing Tao Newspaper in Chinese
August 17, 2018	Publication in The Greek Press in Greek
August 21, 2018	Publication in Metro News
August 21, 2018	Publication in Ming Pao Newspaper in Chinese
August 21, 2018	Publication in Sing Tao Newspaper in Chinese
August 23, 2018	Publication in Beach-Riverdale/East York Mirror Newspaper

#### 4.5.8 Summary of Project Alterations in Response to Comments Received

During the TPAP, the Draft EPR was distributed to TAC and GRT members, as well as Indigenous communities in order to receive comments and feedback prior to Notice of Completion. The Study Team also hosted public meetings and held individual meetings with stakeholders throughout the TPAP consultation period to ensure feedback was sought and concerns were addressed to the extent possible.

#### 4.6 Ongoing Engagement

As described in Section 7, Future Commitments, the City of Toronto, TTC and Metrolinx are committed to continuing to engage and communicate with stakeholders beyond the TPAP. Specifically, the Study Team will:

- Develop a Communication Plan for the design and construction phases of the Transit Project. This will include a community relations program that will provide businesses, residents and commuters with regular Project information and responses to enquiries. In addition this will include ongoing engagement as required with Indigenous communities.
- Create a Construction Liaison Committee made up of community stakeholders in order to respond to, proactively monitor and address construction issues.
- Provide a Project Information Office that is open to the public. TTC Community Relations Officers will be on-hand during the week to speak to visitors and share information about the Project. The Project Information Office will also be used to hold meetings and workshops with stakeholders.