



RELIEF LINE PROJECT ASSESSMENT

Public and Stakeholder Consultation
Phase 4B Summary Report

September 2016

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1 Introduction

Background

The City of Toronto and the Toronto Transit Commission (TTC) are planning for the Relief Line, a future rapid transit line connecting downtown Toronto to the Bloor-Danforth Subway east of the Don River. The Relief Line will assist in relieving crowding on the Yonge Subway Line, at Bloor-Yonge Station and along surface transit routes in and out of downtown.

The Relief Line Project Assessment (RLPA) will assess station locations and route alignment for the new rapid transit line. The RLPA process consists of multiple phases outlined by the Terms of Reference and Public Consultation Plan approved by City Council:

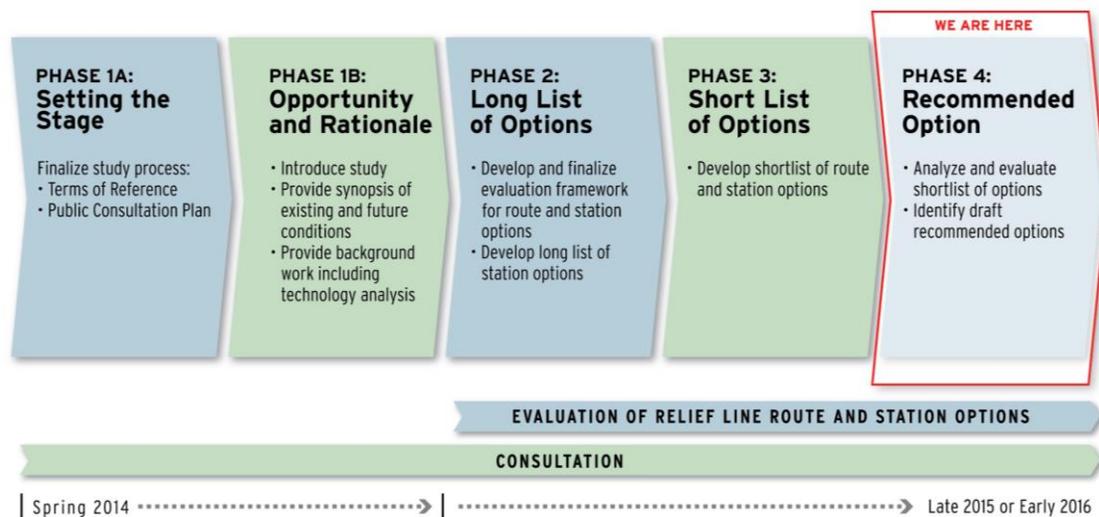


Figure 1: Relief Line Project Assessment Process

Stakeholder and public consultation are an important component of the RLPA and is being implemented in tandem with each technical phase of the project. Phase 1A of the study engaged the public in Spring 2014 on the development of the Terms of Reference and Public Consultation Plan. Phases 1B and 2 were combined in Winter 2015, and focused on the Problem Statement, Rationale for the Project, “long list” of potential station area options, and the development of evaluation criteria. Phase 3 of the RLPA presented the “short list” of potential station areas based on the evaluation results and introduced four potential corridors for the Relief Line in late Spring 2015.

Report Purpose and Contents

This report summarizes the communication and consultation activities, as well as the feedback received as a result of those activities, during the second round of consultations within Phase 4 of the RLPA held in May and June 2016. This round of consultation presented the results of the evaluation of potential corridors for

the Relief Line, including the recommended preferred corridor, and identifying more specific and detailed potential alignments and stations within the preferred corridor.

Section 2 of this report provides an overview of the consultation program, including communication and promotional tactics, consultation activities and consultation resources. Section 3 presents a summary of the comments received at stakeholder and public meetings, through an online survey, and directly through correspondence. Section 4 outlines the next steps in the RLPA process and concludes the report.

2 Consultation Program

Consultation Objectives and Principles

The City is committed to engaging stakeholders and the public in a way that is transparent, collaborative, inclusive and authentic. The City wants to make it easy for the public to get involved and invites feedback at every stage of the process – in person and online. This commitment is captured in the principles that guide stakeholder and public consultation, listed below:

- **Inclusiveness** – engage the widest possible audience through multiple consultation opportunities;
- **Timeliness** – offer early and ongoing opportunities for participation well before decisions are made;
- **Transparency** – records of all consultation activities will be made 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;
- **Traceability** – demonstrate the impact of participant input on decision-making.

Communication and Promotional Tactics

Several communication activities were implemented as outlined in the Public Consultation Plan for the RLPA to notify and promote the project among stakeholders and the public, provide up-to-date information about the project, seek input on the current phase of the project, and address questions and concerns.

Public Notices

Media advertising, newspapers both print and online, invitations and media coverage were used to notify stakeholders and the public about upcoming consultation meetings and the current phase of the RLPA.

Table 1: Publication of Public Notices

Media	Publication Date
Metro Newspaper Citywide Advertisements	
Metro News (commuter daily)	May 19
Metroland Newspapers Citywide Advertisements	
Beach-Riverdale Mirror (local weekly)	May 19
East York Mirror (local weekly)	May 19

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Etobicoke Guardian (local weekly)	May 19
Parkdale Liberty Village (local weekly)	May 19
Scarborough Mirror (local weekly)	May 19
York Guardian (local weekly)	May 19
Bloor West Villager (local weekly)	May 19
North York Mirror (local weekly)	May 19
City Centre Mirror (local weekly)	May 19
Relief Line Advertisements	
Beach-Riverdale Mirror (local weekly)	May 26
East York Mirror (local weekly)	May 26
Scarborough Subway Advertisements	
Scarborough Mirror (local weekly)	May 26
Ethnic Citywide Advertisements	
Sing Tao (Chinese language weekly)	May 24
Senthamarai (Tamil language weekly)	May 27
Corriere Canadese (Italian language weekly)	May 24
El Popular (Spanish language weekly)	May 25
Sol Portuguese (Portuguese language weekly)	May 27
Ming Pao (Chinese language weekly)	May 24
Philippine Reporter (Tagalog language bi-weekly)	May 27
Councillors	
18 Councillors provided with wording to distribute to constituents via e-blast or blog post	
TTC System	
One-stop Screens	
Project Email Lists	
Relief Line Project Assessment	
Scarborough Subway Extension Project Assessment	
News Release	
Toronto Seeks Public Input for Important Decisions on Transit Plans	May 20
E-Newsletter Updates	
Relief Line – 2327 Recipients	May 19

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Scarborough Subway Expansion – 976 Recipients	May 20
SmartTrack – 528 Recipients	May 20
Waterfront Transit “Reset” – 401 Recipients	May 13
Twitter Talk – 3831 Recipients	June 1
Social Media	
@CityPlanTO – various messages	
Twitter Talk with Jen Keesmaat	
Various Facebook Groups	
Stakeholders	
Over 200 stakeholder groups, agencies and community leaders were asked to promote the consultation sessions	
Fliers	
1600 fliers distributed to businesses along Danforth Ave	
2000 fliers distributed to the immediate residential area around Pape and Gerrard.	
All Toronto Libraries, Community Centres and other public buildings such as Civic Centres asked to post flier	

Copies of the three meeting notice advertisements are included in **Appendix A**.

Mailing Lists and Existing Networks

The City established a RLPA email list during Phase 1A and Phase 1B/2 consultations. Individuals can subscribe and unsubscribe to this list by visiting the project website (www.relieffline.ca). Additional email contacts have been collected at public meetings during subsequent phases of the project. Email communications are used to provide updates about the RLPA and notify and invite stakeholders and the public to take part in consultation activities.

The project team also utilised existing email lists from Ward Councillors in the study area to engage stakeholders and the public in consultation activities.

Online Presence

The project website (www.relieffline.ca) functions as the foundation of the communications and consultation program. The website mirrors face-to-face consultations at public events by making the materials displayed and presented at public meetings available online. Background reports, public notices and summary reports from consultation events are also available on the project website. For the second round of consultations within Phase 4 of the RLPA, the website hosted an online survey to solicit feedback on the evaluation results of potential corridors and potential alignments within the preferred corridor.

Social Media

Facebook

The Relief Line is already a topic of discussion for multiple Facebook groups in the RPLA study area. The City interacts with stakeholders and the public on a regular basis through these existing channels.

Twitter

Existing City of Toronto Twitter handles – @CityPlanTO and @GetInvolvedTO – were used to broadcast key messages and encourage dialogue about the RLPA. A project-specific hashtag – #reliefline – was developed to coordinate and track conversations on Twitter.

Consultation Activities

A combination of in-person and online consultation activities were utilized to encourage broad participation and are described below.

Stakeholder Advisory Group Meeting

A Stakeholder Advisory Group (SAG) was formed at the outset of the RLPA to provide an ongoing mechanism for input and advice to the project team at key points during the planning process. The SAG consists of local community leaders (e.g., residents, businesses and institutions) as well as issue experts. The fourth SAG meeting was held on May 30th, 2016 at the Church of the Holy Trinity where City Planning staff presented: a brief update on the City's current transit planning initiatives; the results of the evaluation of alignment options and the emerging preferred alignment; and the proposed locations for station entrances along the emerging preferred alignment. SAG members had the opportunity to ask questions of clarification as well as provide feedback through a full group discussion following the presentation. Participants were also able to view large maps showing the preferred alignment and station locations and mark comments on the maps. A total of 15 members attended the meeting.

The SAG meeting agenda, presentation and meeting summary are included in **Appendix B**.

Public Meetings

During the months of May and June 2016, the City of Toronto hosted nine public meetings, in partnership with TTC and in coordination with Metrolinx. The meetings were held throughout the city to present information on and seek input on the following current rapid transit initiatives:

- Relief Line
- Scarborough Transit Planning
- SmartTrack
- Waterfront Transit Reset

Three of the nine public meetings were held in the Relief Line study area.

Table 2: Public Meeting Dates and Locations

Date	Location
May 25, 2016	Harbourfront Centre, 235 Queens Quay West
May 26, 2016	John English Junior Middle School, 95 Mimico Avenue
May 31, 2016	Scarborough Civic Centre, 150 Borough Drive

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June 1, 2016	Metro Toronto Convention Centre, 255 Front Street
June 2, 2016	Riverdale Collegiate, 1094 Gerrard Street East
June 4, 2016	York Humber High School, 100 Emmett Ave
June 15, 2016	Maddy Eckler Community Centre, 953 Gerrard St E
June 20, 2016	Calvary Church, 746 Pape Ave
June 21, 2016	Toronto City Hall, Council Chambers

Each meeting featured an open house, overview presentation, time for questions of clarification and additional opportunity to discuss the material presented with City staff and members of the project consultant team. Summary reports of the discussion captured at each meeting are available on the project website (www.reliefline.ca). More than 910 individuals attended the public meetings in May and June 2016.

The following consultation resources were available at each public meeting and replicated electronically on the project website (www.reliefline.ca):

Open House Displays: Open house displays presented information about each of the transit planning initiatives listed above, providing participants with the opportunity to freely explore each of the projects. Subject matter experts were present at each meeting to engage in one-on-one and small group discussions and answer questions.

Presentation: An overview presentation briefly reviewed each of the key transit projects currently underway. The portion of the presentation that focused on the Relief Line highlighted the study process and current phase, feedback received during Phase 3 consultations, the evaluation results of potential corridors, the preferred corridor, and proposed alignments and stations within the preferred corridor for public consideration. All overview presentations including meeting summaries and panels can be found on the [Transit TO: Transit Expansion](#) webpage.

Evaluation of Potential Corridors Feedback: Four potential Relief Line corridors were identified for evaluation, and two of the corridors were each split into two to allow for more detailed analysis. The resulting six potential corridors were evaluated using 50 criteria to identify which would best address the project and city-building objectives. Public meeting participants provided feedback on the evaluation results through a sticker-dot exercise and by providing comments on table-sized maps or individual feedback forms. The discussion questions in the feedback form were replicated online via a survey embedded on the project website (www.reliefline.ca).

Potential Alignments and Stations within the Preferred Corridor Feedback: Public meeting participants also had the opportunity to provide feedback on the conceptual illustrations of the potential alignments and stations that will be studied further through a sticker-dot exercise, comments on table-sized maps or individual feedback forms. The discussion questions in the feedback form were replicated online via a survey embedded on the project website (www.reliefline.ca).

Copies of the public meeting materials are available in **Appendix C**.

3 Summary of Participant Feedback

The purpose of this round of consultations was to present and obtain feedback on:

- Results from the evaluation of potential corridors for the Relief Line, including the recommended preferred corridor; and
- More specific and detailed potential alignments and stations within the preferred corridor.

Participants were asked the following questions to generate discussion and feedback:

Alignment Evaluation

- Do you generally agree or disagree with the evaluation of the Alignment Option? Did we get it right? If you answered no, please let us know your reasons.
- Do you have additional comments on the evaluation of the Alignment Option?

Recommended Preferred Corridor

- Do you generally agree with (the recommended alignment) Alignment Option EQ connecting Pape Station on Line 2 to downtown via Eastern and Queen?
- Do you have additional comments on Alignment Option EQ?

Station Locations

- Stations are proposed at: Pape and Danforth, Pape and Queen, Broadview and Eastern, King and Sumach, Queen and Sherbourne, Queen and Yonge and University and Queen. Do you agree with the proposed locations? Do you have any comments?

General Comments

- Do you have additional comments regarding the Relief Line?

The volume of feedback received at the public meetings, through the project website and via correspondence demonstrates a high level of stakeholder and community interest in the RLPA. A total of 529 hardcopy and electronic feedback forms were received.

A summary of all the input received is presented below. The summary provides a high-level synopsis of recurring comments, concerns and/or recommendations from stakeholders and the public. A detailed catalogue of the feedback received is included as **Appendix D**.

What We Heard

Alignment Evaluation

From the feedback provided, the largest percentage of feedback collected believed that a Carlaw alignment would be preferred to a Pape alignment (specifically south of Gerrard) citing residential impacts, construction concerns and maximizing ridership as their rationale for an alignment change. Common themes advocating for a Carlaw alignment are as follows:

- The evaluation discounted the residential impact (station boxes under people homes, property damage, noise, construction disruption etc.) the line would have on Pape, a Carlaw alignment would mitigate this issue
- Carlaw has greater growth potential than Pape, creating a more favourable development area

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- There are better options for property procurement when considering station locations
- This option puts more distance between the proposed stop at Gerrard/Pape

Feedback agreeing with the preferred corridor made up the next largest percentage. Common themes in support of the alignment are as follows:

- The Relief Line is essential to relieving overcrowding on Line 1
- The preferred corridor holds the strongest potential to expand north effectively
- The “southern dip” towards the Unilever lands, Portlands and Distillery District is smart planning considering new development in those areas

Other feedback supporting different alignments was also presented including alignments: GQ, AR, GR, Coxwell and Broadview. The spectrum of comments for those preferring a different alignment is presented below:

- King Street has higher employment opportunities than Queen Street so would make a better alignment
- Along the GO corridor rather than Pape would have much less impacts on people’s lives and might be more financially viable
- Coxwell to Eastern should be considered as an option to try and support the high tax paying car driving Beach community
- The current alignment would cause several interruptions to houses, trees, and neighbourhoods. An alternate alignment along GR, GQ or using the existing GO corridor to Queen or Richmond would be preferred

The remainder of feedback concerning the alignment evaluation expressed concerns over construction impacts, the consultation process, funding and connecting to other modes of transit. The following represents the spectrum of comments concerning the remainder of feedback

- Expropriation of homes or adjunct property is a major worry for Pape residents
- As much communication as possible on noise and vibration would be appreciated to show the public how the city will mitigate sound
- Please consider the geological make-up under the community to properly compensate for the construction impacts
- Some feedback felt that the consultation process was insufficient
 - There needs to be more transparency with information presented to the public
 - There was inadequate communication notifying residents of Pape regarding the preferred corridor until it was already decided
- Funding for the Relief Line should not come at the expense of taxpayers, considering how other projects have gone over budget there is not a lot of trust from residents that this will be done without a great expense to the city

Alignment Option EQ

Over 60% of feedback indicated support for the EQ alignment (71/118). Particular affirmation for: the southern dip (towards the Unilever site and future development to the Portlands), the stop at Pape and Gerrard and potential for future expansion west and north was present. Other comments expressed that they would like to see construction happen as quickly as possible as this line is sorely needed.

An additional 26% (31/118) did not agree with the EQ alignment with over half of those comments indicating that Pape, south of Gerrard, is not preferred due to: property impact, disruption to a residential

area and the increase of parking issues. Most respondents indicated that Carlaw, south of Gerrard, would better serve the community. The remaining 14% preferred alternate alignments such as GQ or GR which would be less disruptive and aligns better with major roads.

Station Locations

Participants provided feedback about the proposed station locations presented for the preferred corridor. The largest percentage of feedback submitted was in support for the proposed station locations (34/104 comments). Comments regarding specific changes to stations are listed below:

Carlaw/Eastern Station

- A station at Carlaw and Eastern would lessen the walk distance from Pape and Gerrard or Broadview and Eastern.

Carlaw/Queen vs Pape/Queen Station

- Carlaw is the obvious choice and a major intersection
- The Pape bus cuts across Carlaw just north of Gerrard. Business, residents and community spaces have evolved along this route. Follow the bus route.
- Pape/Queen is too narrow and residential
- Pape/Queen would displace homes and businesses
- Very few jobs and people are served at Pape/Queen
- Subway tunneling under Pape would impact homes

Pape/Gerrard Station

- Why put a station at both Queen and Gerrard as they are only a five minute walk apart
- This intersection is largely divided into commercial space to the north and residential to the south

Unilever Site

- It is important to consider how realistic the massive development at the Unilever site will be, does this align with city planning?

GO Corridor

- Following the existing GO line would be a strong route to take as it would have the least impact on the community and the 100-year-old homes in the area.

More Locations

- One or two more stations would be preferred
- There should be an additional station on Queen somewhere between Church and Jarvis
- There is too much distance between the Sherbourne and Queen stations

Too Many Locations

- Not in favour of the Broadview, Eastern, King and Sumach locations
- Do not need a Pape/Gerrard station and Pape/Queen is excessive
- Pape/Gerrard and Pape/Queen are too close together
- Only one interchange station to SmartTrack is required, eliminate Broadview/Eastern
- Too many station locations would slow the service down the Queen/Yonge and Queen/University lines are too close together

Additional Comments

The remainder of feedback raised other concerns with the station locations including: congestion, construction impacts, consultation, connection to the transit network and future extension. Feedback regarding each of these can be summarized in the following points:

- Congestion: traffic is already bad in this area, there is concern over vehicles stopping and picking up passengers
- Construction Impacts: it would be beneficial to have as much information as possible on the noise and vibration side effects of the subway as well as to have a visual representation of what the subway would look like so residents would have a better idea of what to expect for construction
- Consultation: residents felt there was not enough communication to home owners who will be directly impacted by Relief Line construction
- Transit Network: TTC should be planning to connect the Relief Line to other modes of transportation including the bus network, bicycles, other subway lines and pedestrian traffic
- Future extension: the northern and western extension of the Relief Line should be priority in overall planning.

4 Next Steps

Based on input received from the May and June 2016 consultations, the project team will:

- Finalize the evaluation of preferred corridors;
- Evaluate potential alignments within the preferred corridor; and
- Initiate conceptual station planning.