

Functional Design Presentation At-Grade Section: Don Mills to Ionview

Open House and Online Consultation

April 1st, 2013



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1. Executive Summary

On Tuesday, February 26th, 2013 Metrolinx and the City of Toronto co-hosted a public consultation at the Noor Cultural Centre. The purpose of this meeting for the City of Toronto was to get public feedback on the future design of the Eglinton Corridor for their Eglinton Connects project. For Metrolinx, the meeting was an opportunity to obtain public feedback on The Crosstown, specifically the functional design concepts for the at-grade portion from Don Mills Road to Ionview Drive.

In addition to the open house, an online consultation launched on The Crosstown website where the display boards were posted along with questions for those who were unable to attend in person. The online consultation ran from February 26th until March 14th, 2013.

While tendering design and construction of The Crosstown, the project team will refer to the feedback contained in this document.

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 consultation. The February 26th Open House event attracted more than 84 people, many of whom provided input and voiced recommendations to the attending staff. Seven (7) attendees completed a written questionnaire (see Attachment B). The online consultation survey was completed by thirty-five (35) users.

2. Public Notification

The following section lists the methods used to notify the public about the Functional Design Presentation At-Grade Section: Don Mills to Ionview consultation. The notices are provided at the end of the document in Appendix A.

2.1 Canada Post Drops

Between February 5th and 15th, 2013, public notices for consultations relating to the West, East and Central Station Reference Concept Design consultations were delivered via Canada Post to properties within an approximately 0.5 km radius of Eglinton Avenue in the area between Jane Street & Kennedy Road.

2.2 Newspaper Ads

On February 5th and 15th, 2013, newspaper ads were published in Metro News Toronto, reaching an estimated audience of 2,985,400. All ads were printed in English.

2.3 Online Promotion

The consultation was promoted online through various digital mediums, including The Crosstown website, Twitter feed and Facebook page. A Facebook ad was launched to promote this consult in conjunction with the other two consults running at the time. The ad program reached an audience of 355,096 Toronto-area residents.

3. Summary of Comments Received

A summary of the most common comments raised during the Open House and Online Consultation is presented below, with detailed comments provided in the ensuing section.

3.1 Safety

Safety was a top of mind concern for many participants. Comments focused on the ability for all commuters to reach the platforms safely while avoiding vehicle traffic. Others spoke about the importance of ample lighting at night, of emergency intercoms and of reinforcing shelters against vehicle traffic in the event of a collision.

3.2 Connectivity

Many participants discussed issues of connectivity, including the need for multiple entrance points to platforms. Others discussed ways to simplify access, including tunnels leading to stops.

3.3 Shelter

A large number of participants focused on the need for adequate shelter at LRT stops. Many spoke of the intense wind and elements along the line, and requested protection from wind, rain, snow, and precipitation splashing up from vehicles. There were also comments requesting lighting to act as an aesthetic and a safety precaution. There was also a diverse range of suggestions on platform design.

3.4 Service communications

Several participants discussed improved service communications along The Crosstown line. Suggestions included wayfinding measures, such as incorporating integrated maps (with a few pointing to the “spider” maps the TTC has implemented as a good example), and display of next vehicle information. Some participants also requested more timely announcements of transit issues and delays.

3.5 Logos and colours

There was extensive discussion surrounding the use of logos and colours, both to create a “Crosstown Identity” and as a wayfinding measure to identify The Crosstown lines to pedestrians. Several respondents discussed keeping the colours consistent with TTC guidelines, including having one colour to identify The Crosstown (in the same way that the Bloor-Danforth line uses green and the Yonge-University-Spadina line uses yellow). There was also discussion of how to incorporate branding of The Crosstown with the existing TTC logo. Many pointed to the importance of logo and colour usage as an indicator of the line itself.

3.6 Elevated or underground

As with previous consultations, many respondents suggested diverging views on whether portions of the line should be above- or under-ground, and there were also numerous suggestions about keeping the station at-grade or above-grade.

4. Comments Received

Below is a list of all questions posed to participants, with answers from both online and in-person participants.

4.1. In your opinion, what are the most important elements that should be considered as we develop the stop design concepts?

Reflected below are the responses to this question, removing incomplete, vulgar or unspecific comments:

4.1.1 Accessibility

- Safe access for handicapped transit users.
- Accessible to passengers with disabilities. (i.e. Elevator, signage is large enough to see, good lighting.)

4.1.2 Connectivity

- Easy to get to.
- It has to take into consideration who is using it, how they are getting to the stops, who we are sharing the road with.
- Easily accessible.
- Access for users (e.g. Tunnel underground to cross the street).
- Pedestrian crossings and access/egress of the platforms.

4.1.3 Wayfinding

- Ease of access, wayfinding & effective information presentation.
- Accessibility, visibility and customer service. Next train arrival signs are also helpful.
- I think that we should have new signage and pictograms.
- Digital display of wait times for the next train.

4.1.4 Safety

- Non-slip surfaces, including drains to move moisture away from the stop.
- Should be well lit.
- Economical and sufficient lighting should be provided in conjunction with a panic button.
- I would like to see brightly lit areas to create more sense of safety at night.
- Personal safety is the most important element.
- Safety is an important issue to me for this section of Eglinton. Unlike the other older parts of Eglinton in the west, this part is more suburban and less pedestrian friendly. I'd like to see a big emphasis on making the areas around the stops feel comfortable for pedestrians. Most importantly, I'd like to see the sidewalks be raised along the entire route so that pedestrians don't have to go up or down on their way to/from the sidewalk.
- Emergency intercom is important.

- The safety of platforms in the middle road is crucial, ensure waiting areas are collision proof in event that a motorist loses control.
- Transparent walls for clear visibility.
- Safety for users.
- On the Spadina streetcar line there are a lot of j-walkers and a lot of people who dash across oncoming traffic to catch a streetcar because the stops are mid-block. If you are at a corner you need to have the traffic lights in your favour twice in order to catch a car, so a lot of people just make a dash for it. Is there a way of delaying the car traffic if there is a train in place so that people have a chance to run for the bus without risk of getting run over? Just keep the lights red for a few seconds, long enough to cross mid-block, before letting traffic go.
- Emergency phones/lights should be at stops to reduce incidents and instill some safety for travelling passengers.

4.1.5 Protection from the elements

- Protection of waiting passengers from rain and slush/water from passing autos/trucks.
- Shelter from rain and snow when waiting for surface transit. Standing in a blizzard is not pleasant. Shelter should be functional, not just look nice. Spadina stop designs provide no shelter at all.
- Shelter! Everybody wants to spend billions to put the lines underground but won't spend millions to keep riders out of the rain while they wait.
- Look at Bogota's BRT shelters. Very nice, good protection from elements to establish transit as the best option.
- Heated shelters, mini stations to protect against the cold in winter and to protect against the elements.
- Shelter from the elements.
- Weather coverage and wide platforms need to be addressed. In the stop location where east and west platform are on the same side of the intersection, a full canopy over the length of the stop should be considered to protect it from snow and rainfall.
- Try to have east and west platforms parallel to each other so that it maximizes the shelter of the passengers in bad weather. The canopies are more effective against wind and blowing snow this way.
- I think heated shelters or at least weatherproof shelters should be available. These shelters should have doors like the Calgary LRT does and not like St. Clair's shallow roof covering.
- Coverage for the winter and crappy weather.
- Wind and weather protection. If we have parallel side platforms, why not totally enclose them. However, why have parallel platforms when center platforms could use less road space?
- Protection from weather is most important.
- Build semi-enclosed shelters, not just roof coverings. The wind blows hard and makes standing and waiting for an LRT miserable. Many of us riders already know this feeling from the new bus shelters being installed.

4.1.6 Amenities and services

- A fast food (coffee shop) store should be part of it.
- Plenty of seating.
- Wi-Fi (at the stop and on the buses).
- Bike racks, in-station stores.

4.1.7 Traffic

- Minimize the congestion of other traffic.
- Street level platforms need to integrate well with existing traffic lanes. Spadina is a good example. Lane shifts are kept to a minimum, and platforms do not occupy an unnecessarily large area.
- Maintaining vehicle flow on Eglinton and its connecting streets. Especially having both left turn and right turn lanes at every main artery.
- Make the car lanes thinner and alert drivers that there may be people crossing the street.
- Car drivers should know that they are entering pedestrian space not the other way around. Another element I'd like to see in your stop designs is the use of signal prioritization so that my trip isn't held up by car traffic (U-turns, etc.).
- The take away left turning lanes leaving only one thru lane. Very problematic along St. Clair. One vehicle making left turn, one making right turn. Right turn cannot go because pedestrians have the right-of-way. Result - no vehicular movement.
- I know it's a tough balance, but we can't afford to mess up traffic in favour of transit, and we can't afford to make transit a pain in the butt to avoid messing up traffic. If (for instance) we have solution A which is good for one of traffic or transit and not bad for the other and solution B which is great for one but quite disruptive for the other, solution A has to be our choice.

4.1.8 Density

- Pedestrian flow is critical and can act as a way of improving the transit user's experience if done well. Done as a simple extension of the basic street crossings I think would not show an improvement to users.

4.1.9 Crosstown identity

- Integration with the rest of the TTC's system. They should look like other stops, which means using colours (red) and fonts (TTC Subway) that match the rest of the system. It needs to be really easy to get onto the stop and get out of the stop. Midblock crossings would be especially helpful.
- I think the TTC should be consulted more; use more of their wayfinding and integrate those elements more so that people know that every single aspect of their trip is integrated. Take the guess work out of it!
- The most important thing to consider is maintaining a consistent theme--not consistent station components. This allows the infrastructure to be visually distinctive as The Crosstown, while ensuring that there is character and flow in the design, not simply repetition. The area, unfortunately, is monotonous enough, in particular around the east end. Providing a visual journey as well as a physical

one by utilizing common visual themes at each station without repeating the most obvious elements over and over will transform The Crosstown into more than a mode of transport to a destination, but an experience in and of itself.

- Lighting. This aesthetic may also serve to help distinguish LRT service from Streetcar right-of-way like St Clair.

4.1.10 Stop spacing

- There are a handful of stops that are not practical. Anything 500 m and under is going to become really annoying and inefficient once there are three LRVs hooked up equaling the size of approximately 100 m. Using Google Maps, this is the relative spacing between spots: Don Mills to Ferrand – 500 m Ferrand to Wynford – 600 m Wynford to Bermondsey – 1,000 m Bermondsey to Victoria Park – 850 m Victoria Park to Pharmacy – 450 m Pharmacy to Lebovic – 500 m Lebovic to Warden – 350 m Warden to Birchmount – 850 m Birchmount to Ionview – 550 m Ionview to Kennedy – 650 m. This project may be replacing the Eglinton bus route, but being a rapid line, the distance between stops has to change.
- I don't see Ferrand being practical especially with the exit portal from Don Mills. Even with the public outcry, Ferrand should be dropped.
- The intersection of Victoria Park/O'Connor/Pharmacy should be looked at for one stop instead of both Victoria Park and Pharmacy, it could even be called Eglinton Square stop.
- Lebovic is great in terms of the area it serves, but highly impractical in terms of only being 350 meters from Warden. It should be taken out. It is only a 5-6 minute walk from Warden.
- Ionview is a questionable stop, even taking into account the distance to Kennedy station. It could be deleted and people could be served by a bus or could walk, just as some of these other stops could. Similar to the Leslie stop solution.
- Keeping a consistent, rapid flow that is compatible with the underground section, is most important. People need to be encouraged to take the route and prevent it for having the reputation of being too slow. What I see from the plans that are available are short turns, bunching, and too frequent starting and stopping of the LRV.

4.1.11 Underground versus elevated

- It's easier at underground stations because people pay when they enter the station, if this is going to be more like a streetcar stop then who is checking for fares and where can people get on and off the train.
- Stops should be elevated and enclosed to ensure passenger comfort away from traffic while waiting.
- They should be fully grade separated and placed underground instead.

4.1.12 Design suggestions

- Cool, themed décor elements at each stop (for example, in many European cities their stops are decorated according to their location - the ones near a museum

- have exhibits in the stop; one stop in Paris is decorated with the signatures of famous people).
- Art, bike racks.
 - Artistic designs are always welcome.
 - Overall contribution to the public realm in terms of art, design, architecture, etc. this should also fit within a neighbourhood in terms of scale.

4.2. What stop features are most important to you and would encourage you to use public transit more frequently?

Reflected below are the responses to this question, removing incomplete, vulgar or unspecific comments:

4.2.1 Accessibility

- Stroller/grocery cart/wheelchair accessible.
- Elevator service for underground areas.

4.2.2 Connectivity

- Ease of entry.
- Access to platform from both ends, not just the end at the lights.
- Easy access to platforms from street side.
- Easy to access platforms are always a plus.
- Easy access from the sidewalk.
- Easily accessible to pedestrians.
- The station must be welcoming; that means that it is easy to get to (e.g. street light signals will allow me to get to the platform in advance of the next train, my walk to/from a connecting bus route is quick and direct), the path is clear (snow is removed from street crossings and the platform quickly), and that the station platform is comfortable.
- I don't want to be standing at the side of the road, waiting to get to the middle where the stop is, and watch my train go by before I can get to it. We have to make sure users, including any who may have mobility impairments, find it quick and easy to get to wherever we're putting the stop.

4.2.3 Wayfinding

- Local maps to orient myself in unfamiliar areas.

4.2.4 Density

- There needs to be enough space for people to stand and wait as well. In the rush hours people don't need to be overflowing onto the street.
- Wide waiting area for busy times.
- Wide platforms to prevent platform crowding.

4.2.5 Safety

- Make sure it is safe to cross for all ages and abilities.

- Space and lighting for night time waiting.
- Well-lit, safety designed in "emergency help" button integrated into fare selling machines?
- The obvious safety concerns (CCTV, patterned platforms for the blind, raised platform on the same level as sidewalk, with the crosswalk being raised too so that cars are cautious).

4.2.6 *Protection from the elements*

- The platform / station must be as enclosed or covered as possible. Full awnings over the entire platform, and solid separation between the platform and the cars / roadway are imperative. If I get splashed by a car while on the platform I'm never using it again!
- A warm place to wait.
- Put roofs over the trains, connecting the shelters on either side, so everybody feels indoors and the rain and snow can't blow in.
- Heated shelters, mini stations to protect against the cold in winter and to protect against the elements, otherwise people will not transfer to The Crosstown and will overcrowd the North-South buses to stay warm.
- Shelter for weather.
- Protection from weather and road spray.
- Wind and rain protection.
- Proper protection from the elements is very important. Not only does this include a roof, but also intermediate partitions along the length of the platform to act as a wind break. If the vehicle headway is long late at night (for example) waiting for a vehicle becomes very undesirable if a wind-driven rain or car driven splash soaks you before the next train-set comes along.
- Shelter for winter and raining season as per via stations designs are a star, or as a template for ours.
- The ability to take shelter from inclement weather while waiting for transit.
- Shelters that are not freezing cold (in Chicago some of the above ground subway stations have touch-activated heaters!)
- The station must be welcoming; that means that the station platform is comfortable, in particular at night or harsh weather (e.g.: enclosed shelters like at the VIVA Rapidway stations).
- Enclosed heated waiting area at all surface platforms to make waiting in winter/inclement weather more comfortable.
- Protection from the elements - this has been a sore point with some of the TTC's recent street furniture, and we can't make that mistake here. I don't just mean protection from the weather itself, but also protection from what the weather leaves behind: nobody wants to be sprayed with slush from passing vehicles while waiting in a "shelter" for the train to come.

4.2.7 *Amenities and services*

- Wi-Fi!
- A place to buy tickets/tokens/passes.

- Why not allow someone to set up a mini concession stand to sell snacks, newspapers, and tickets? That would be great while you're waiting.
- Free parking!
- Seating.
- Several seats at the stop.

4.2.5 Maintenance

- Modern clean look should be able to be easily cleaned in the future.

4.2.6 Underground versus above-ground

- Make it underground.

4.2.7 Convenience

- Near work, businesses, and shops and schools.

4.2.8 Neighbourhood integration

- Whatever we build has to be something that the city can easily work with when clearing snowfall. It wouldn't be good if people have to clamber through a pile of snow that the plow left at the roadside, cross to where the stop is, and have to clamber over another pile of snow to get into the stop.

4.2.9 Operations

- More frequent feeder buses to LRT, greater reliability for feeder buses.
- Frequency of trains and busses (10 minutes or less).
- Quick service.
- Service should be scheduled regularly.

4.2.10 Service communications

- A map - an indication of when the next 1-2 trains will be coming. (visual and audio).
- Next-train arrival times.
- Next vehicle arrival systems are critical to public satisfaction and information.
- Knowing when the next trains are coming. Predictable schedules. TTC is rolling out new maps with more local information. If that program is successful, similar programs can be considered since most people would take a bus to transfer to/from The Crosstown LRT or would be looking for a specific place nearby. It is also important to display what bus is accessible from that stop because the LRT doesn't have stations with bus platform like the subway does.
- The ability to know -- before committing to a particular trip -- when the next (3 or 4) trains will be at the stop, and how likely I am to be able to get onto the train rather than taking another, less crowded means.
- Local maps to orient myself in unfamiliar areas, getting service updates in a timely manner at the platform so that if need be I can choose an alternative route.
- Real-time arrival info, good-quality, informational, fade-resistant maps (I like the spider maps that the TTC just released).

- Notifications of next trains etc.

4.2.11 Design suggestions

- I thought about sections on Eglinton between Victoria Park and O'Connor Eglinton Square. Can I ask if you can rename the station of Connor Station please?
- Interesting décor perhaps integrating multimedia elements.
- Comfort while waiting (i.e. heated in winter, AC in summer).
- Art and bike racks.
- Good landscaping nearby.
- Bicycle storage.
- Electronic payment features.

4.3. How do you think stop design elements might help riders to visually distinguish that they are riding The Crosstown line?

Reflected below are the responses to this question, removing incomplete, vulgar or unspecific comments:

4.3.1 Uninterested

- Irrelevant. But if you want them to know it as an "experience", the platforms must look less like platforms and more like stations. In a station, signage denoting the line is less relevant.
- Please do not waste money and effort on branding. If you can build bigger and visually cleaner shelters/canopies, that is more than enough to distinguish your line.
- Users don't care if it's The Crosstown or the subway, and owned by Metrolinx or TTC, as long as they get to where they need to go.
- What does it matter?

4.3.2 Crosstown brand

- Creates consistent branding.
- Each stop should have a different appearance.
- I think it's important that there's a real emphasis on the design of the entire line. There's a reason why Apple products are popular - designers call the shots in that company. I'd like to see a very integrated, streamlined, visually appealing Crosstown line, kind of like that photo of the Expo Phase 1 - Santa Monica on page 54 of the PowerPoint. There's a sense of place in that photo that I think is missing in the Markham and Calgary examples. The latter two could be anywherevilles - nothing interesting going on there.
- The most important part is to keep design elements the same, and ensure they are visually distinct from other routes. Obviously providing character at each stop is great. However common design elements like colour scheme and accenting, text size and typeface, as well as keeping the overall theme consistent, is crucial.

For example, I consider the station designs for the UP Express (ARL) to be the perfect blend of common elements with unique character, which will create a distinctive experience while using the service.

- The Crosstown should not be any different than the rest of the TTC.
- Be consistent with TTC's new stop pole design.
- This will be a TTC-operated line, and branding ought to be consistent with TTC practices.
- It's important for them to know that they are on the TTC (so they know what fare to pay). I don't think it's that important to them to know they're on The Crosstown line. They need to know they are on Eglinton and they need to know which direction they are heading in. Don't over complicate things with your fancy design. Unless your fancy design is code for "you are on Eglinton, heading in X direction, towards X, your fare will cost X" it would be cool if you could say all that without requiring English literacy.
- Why should they have to distinguish this, isn't it going to be integrated in with the TTC, so shouldn't they think they are riding a TTC vehicle? Metrolinx is not changing the branding of VIVA, so why change it down there? All of this is going to confuse people unnecessarily.
- Make sure it is on the TTC map, the same as a subway line, so it is not confused as a streetcar route. Residents and travelers respond to major lines more easily than the guts of the bus/streetcar system.
- System should preserve elements of the TTC brand (TTC red, TTC font) so that seamlessness and connectivity is promoted.
- Different colour line (i.e. The silver line)?
- To properly answer your question though, colours might really help riders to visually distinguish where they are. The subway lines already have colours, it might work to have a colour theme for Eglinton as well?
- I like the system in Washington DC. They use colours to distinguish their lines. The Crosstown might be the "Green Line".
- The Yonge Line is yellow, the Bloor Danforth is Green. This line should choose a colour and use that (blue makes sense since it should be connected with the SRT.)
- A consistent colour palette and Font complimenting the TTC Subway font style.
- It should also have a unique colour, just like Bloor/Danforth is green and Yonge-University-Spadina is yellow.
- I think that a uniform coloured stripe along the full length shelters above the stop name would facilitate distinction from the Sheppard line, though I do believe that a person riding a vehicle ought to know what line they are riding.

4.3.3 Signage

- Simple but effective signage that is quickly recognizable.
- Colours and lettering can be a start.
- A large "CROSSTOWN LRT" sign on the street level.
- "CROSSTOWN" below/above the stop name in the TTC Subway font might be enough.

- I don't mean to be flippant, but this sort of thing doesn't seem to be too difficult to accomplish on our existing subways. Include the word in the signage. Mission accomplished. Anyway, people are more interested in getting where they're going than in the name of the project that built the line. They want to be able to figure out which direction they need to travel (e.g. tourists or occasional transit riders) when they're getting on, and figure out how to get to their destination when they're getting off (e.g. using the maps of the vicinity found in subway stations). Get that right and I doubt most people will really care that the line running along Eglinton is called The Crosstown; they'll be happy that they can easily get where they need to go.
- It will be different with the stop sign we have now. I'll see it when I hear about it.
- Why does this matter? A sign should be enough. The design shouts at you what it is.

4.3.4 Lighting

- I also like what they did with the Victoria Park station renovations, especially the use of lighting and how it shines upwards onto the white wall. It feels really airy and bright even at night.
- Dynamic lighting at the station at night.
- I like the lighted station name pylon signs. I suggested one at each end of the platform so people can see it from both sides. Larger platforms and possibly signs at every corner of the intersection would make the stops easier to locate, especially on the side street.
- Please do not add so much light as to make the entire station glow. These should not be neon beckons separately the roadway.

4.3.5 Canopies

- It would be nice to see each station maybe having a different canopy or design to visually distinguish where they are! Some could be wavy in canopy, some could be more sharp and angular etc.
- Covered canopies across stops with both east and west bound on the same side of the intersection. This aesthetic may also serve to help distinguish LRT service from Streetcar Right-of-Way like St Clair.
- While physical signage and branding are typical means to do this, using a distinctive canopy style can help reinforce this distinction.

4.3.6 Logos

- Logo / brand / symbol large and clear.
- Consistent use of a colourful, simple, illuminated logo - not necessarily golden arches, but equally unique.
- Pictures of a TTC logo on the stop sign.
- Creating a service logo unique to The Crosstown at stops and stations.

4.4. How do you see the integration of design elements such as lighting, canopies and patterned platforms fitting into the final stop designs?

Reflected below are the responses to this question, removing incomplete, vulgar or unspecific comments:

4.4.1 Support

- Good idea.
- It looks good.

4.4.2 Connectivity

- Set it up so it's easy to people to look down the track and see if the train is coming and make it easy for drivers to see that someone is waiting for them. Use texture so visually impaired folks don't fall off the edge.

4.4.3 Safety

- I strongly feel that the pedestrian connections to the outdoor platforms would be improved both for the overall transit user experience and for safety if the pedestrians are separated from the street. Presumably via an underpass / subway-walkway to reach the platform stairs down from the sides of Eglinton to a tunnel linking across the street and up to the platforms give a winter respite allows riders to avoid needing to cross the car traffic. Especially at busy intersections, I suspect this would be a popular & welcome improvement, and would pay off in safety for all road users as well.
- Safety first.
- Lighting must be sufficient for safety and security, and to give an impression of safety and security, which is almost as important.

4.4.4 Protection from the elements

- Protection from elements is important for stop appeal.
- Canopies are a must.
- The question you need to ask is, if it is -20 and a snow storm, where will I wait?
- Once again the canopy should cover the east and west side of stops. The wind will be horrible at these stops otherwise.
- Full canopies covering the length of the stop should be used where available to provide weather protection.
- Consideration to constructing the canopies on a reinforced concrete knee wall will raise metallic elements above the snow drift/salt spray line.
- Wrapping the canopy over both stops in a distinctive manner can provide ample opportunities for lighting, finishes, etc., as well as present better shelter from inclement weather.
- Protection from the wind and precipitation.
- Canopies should be functional first and foremost, protecting riders from the elements as best as possible.

- Does it keep the customers safe and dry? That is all that matters. I'm not living on a platform I want it done as fast as possible and cheaply.

4.4.5 Maintenance

- All design elements should be, first and foremost, functional enhancements that work well in a dark, cold, wet, windy, frozen, urban environment.
- Design elements need to be functional, durable, and maintainable. Patterned platforms should be designed to drain well to mitigate ice formation. Materials should be readily replaceable with commonly available materials. Specialty pavers should be avoided (for example) since they may not be readily sourced when maintenance is required. Materials should suit their environment: Canopy structures will receive salt spray, and may also be required to protect from errant vehicles.
- Curbs can be reinforced with GFRP or stainless steel to resist deterioration.
- The more interesting the stops, the better, but it has to be well-maintained and clean to be attractive.

4.4.6 Crosstown brand

- My preference would be a common design along the entire stretch east of Don Mills. A "Scarborough" look for the stations / platforms that's consistent and something Scarborough can consider as its own. Scarborough's eventual trademark, if you will.
- Repetition in design to reduce costs with minor enhancements to distinguish and separate the stations.
- Consistent design among station stop aesthetic is helpful for route identification.
- Platform patterns and canopies should be uniform between all stations, and should tie in to underground stations as well. Patterns should be distinctly "Crosstown" in their image.
- Unique patterns help alert riders through quick stop identification / recognition.

4.4.7 Underground versus above-ground

- If done as a simple subway, it would even be a nice improvement for regular pedestrians who could just pass through from one side of Eglinton to the other - presuming there's no such need for a "fare-paid-zone" after Presto, or that the FPZ could be on the platforms themselves.
- Hopefully Metrolinx reverts to the underground version of The Crosstown. Having recently travelled on the Calgary C-train (LRT), I noticed that there was quite a lot of waiting at lights, which slowed the speed and effectiveness of the train.

4.4.8 Lighting

- I like lighting with other lightings. It should include that too.
- Lighting is key for safety and stop identification.
- I like the plan of signage, and especially lighting at night.
- LED lighting has advanced to be both durable and economically viable, and should be considered as alternatives to metal halide/HPS.

- I see that lighting makes the system more visible at night. It also gives it more of a sense of an LRT line as opposed to a streetcar line.
- Glass and LED lighting.
- Bold fonts and signs in LEDs.
- High-efficiency lighting (LED), low-power footprint.
- Lighting should not be intrusive or irritating at night, but comfortable, and should complement the station design. Decorative lighting is a very nice touch, to accent key elements in the station platform design.
- Stations should be highly visible in the dark.
- Lighting must be sufficient for safety and security, and to give an impression of safety and security, which is almost as important.

4.4.9 Art and heritage

- Local history and attractions can be showcased on stop panels like those on the St Clair West Right of Way stops.
- Platforms and art should be neighbourhood specific. However, you must ensure that anything unique will be replaced properly over time, otherwise it is a waste.

4.4.10 General design suggestions

- Less art, more function.
- Spadina and the Harbourfront's platforms are badly executed. I would like a more holistic and complete sort of feeling for these stops (it might be a good idea to not call them stops, and use the term station instead), rather than just some little outposts in the middle of a chaotic fast-moving highway. I want there to be a feeling of actually being somewhere rather than just waiting in the middle of the road breathing in exhaust fumes.
- Don't make them overly large as is the case with Viva nor should they be small as in the case with St. Clair. In Markham the structures are so large they feel like obstructions on the roadway. On St. Clair it feels like everyone is squeezed to tightly into a narrow space.

4.5. Do you have any additional comments or recommendations to aid the project team?

Reflected below are the responses to this question, removing incomplete, vulgar or unspecific comments:

4.5.1 Support and opposition

Support

- I can't say this enough: Be bold! Move beyond the limited notion of art in existing subway stations. Remember that the aspirations of people from Mount Dennis through Scarborough are eagerly looking forward to this line to be completed. Show the doubters what an LRT system can be, give them reason to be proud.

Opposition

- There is strong public backlash against your chosen alignment between Victoria Park and Kennedy, being along the Eglinton centerline. Briefly, why I feel the public has a point:
 - The Vic Park / O'Connor / Pharmacy junction already has high enough vehicular flow along Eglinton that there are substantial delays during peak times, and this is unlikely to improve with the passage of time, or with the opening of the LRT. This section of Eglinton will always be impractical for drivers to bypass, because of the road configuration in the area. Conversion of part-time reserved lanes, which permit HOVs/bikes, and on which all drivers are allowed 60 m for right turns, into a full-time private ROW makes things worse.
 - The LRT in the centerline will necessitate a speed limit reduction from 60 to 50 along Eglinton, and under the HTA, the LRT will be subject to the same speed limit, meaning it cannot operate anywhere near its top speed.
 - The presumption that LRT will have priority at intersections is likely wrong, given that the transit priority system for the Spadina LRT could never be turned on.
 - The area between Pharmacy and Birchmount is a massive big box world / car world, as you can see on the satellite images. It is a commercial zone with very few commuters going in and out. There are many more shoppers than commuters, but the nature of big box shopping trips is such that they are hard to do without a car, and an LRT stop many hundreds of meters away is of little help. The LRT may indeed encourage redevelopment along this section of Eglinton, but the future is uncertain, and you must not bet the farm on this possibility. The Yonge subway did give rise to much high density development, yet the lateral Bloor-Danforth line did not, so the odds are against it.
 - There is, admittedly, existing high density at proposed Birchmount and Ionview stops, but it is within 1200 m of Kennedy station, and could be served by bus. There is an easy solution to all these problems, if you think outside the box. It is a change of alignment, but hear me out; I'll be brief. East of Bermondsey, the LRT leaves Eglinton and runs (at full speed and with full priority) along the hydro corridor, with 7 level crossings (2 of them minor roads) using railway-style liftgates and signaling, then turns North onto existing SRT ROW. But how to do the interchange with Danforth subway, you ask. Simple: split the line. Some trains from Scarborough Town Centre continue to run to Kennedy station as the existing SRT did, while others continue to Weston/Black Creek. This unloads the Kennedy transfer point and minimizes what rebuilding is needed there.
- Stop the bloody art projects in station, no one cares and the money is better spent elsewhere.

4.5.2 Connectivity

- With respect to the stops east of Victoria Park, there must be extra effort to make the area pedestrian friendly. This will counter big box land, and the car oriented development in the area.

4.5.3 Aesthetics

- There are people who have to take transit no matter what the circumstance. Getting people out of cars and onto transit lines can be helped just by designing a pleasant trip. Things like greenery and keeping the windows clean to see out of on trips can change the behavior of individuals.

4.5.4 Neighbourhood integration

- Make sure emergency vehicles can still use Eglinton after you put this surface route in.
- Traffic lights must be synchronized with movements of LRT trains.

4.5.5 Location of platforms

- Waterfront Toronto's design for Queens Quay with bidirectional rail on one side of the street, rather than asking pedestrians to congregate in the middle of the road, seems to me smarter than the Eglinton Crosstown's mid-road design.
- Use of centre platforms should be reconsidered. Far Side platforms should not be used, worst design.

4.5.6 Traffic

- On St. Clair, compromises were made to attempt to appease every complaint made. The result is horrible. Some sacrifices must be made to better the experience for everybody. Example: Spacing of U-turns: On St. Clair: they are far too closely spaced, and the advanced green signal is often activated by people wishing to pass straight through. Additionally, the narrow width of the street forces substantial jogging of traffic to accommodate wide platforms and left turn lanes. This should be avoided in the interest of traffic flow. As both a frequent user of transit (to/from work) and a driver (household errands) I can appreciate the need to ensure efficient traffic flow for all vehicles. It would be a disaster to repeat what was done on St. Clair.
- Traffic congestion from the DVP exit and on ramps should be minimized.

4.5.7 Underground versus elevated

- Imagine the train station when you've left the train. You don't instantly have to bunch and wait for a traffic light. If you want to leave quickly, you leave. If you need or want more time you go slower. "Stations" allow that. Grade level platforms don't really.
- The line should be elevated from Don Mills to Kennedy. If it's not possible, Victoria Park Station should be underground like St. Clair West Station.
- The line should be elevated over the DVP, where severe congestion will occur due to the freeway off-ramps. There are 15 LRT-traffic interaction points in the 5.2 km between the portals at Don Mills and Kennedy. There is no way that this LRT can run efficiently with so much traffic interference - the only solution is to grade-separate the line from the traffic. Grade separation can most economically be done by elevating the line over Eglinton - at first glance a south side alignment appears to be the most logical.

- Victoria Park Station should be elevated.
- Reliable and high-speed solution for commuters if portions of it remain above ground.
- The new design for Wynford is very disappointing. The original EA promoted connectivity of Wynford to Eglinton at the same grade which promotes cycling and walking as acceptable. The new design uses the bridge and adds in ramps, etc., which will detract from the pedestrian realm and continue to treat this part of Eglinton as car oriented. This needs to be revisited.
- Leave the segment underground. Use the natural grade east of Wynford as the exit point just before heading over the bridge. This will greatly minimize traffic congestion and improve pedestrian flow not having to wait for crossing on the street.

4.5.8 Connections with other transit

- I know the trouble with connecting the Scarborough LRT to The Crosstown, but keep the option open. It allows for a less complex hub at Kennedy, and if it can be worked/timed correctly this is a viable option that will go a long way in pleasing the people in Scarborough. Not everyone can take The Crosstown, but eliminating a transfer for some and taking some people off the Bloor-Danforth line will go a long way in helping to move people around this city.
- Would appreciate it if you could reconsider how useful The Crosstown will be as a true "cross-town".

4.5.9 Integration with the TTC

- Please integrate design elements with that of TTC.

4.5.10 Communications and consultation

- You have to communicate with the people it will serve more than what has been happening. Most people in this city don't have a clue what The Crosstown is, and for that matter even what Metrolinx is and does. I love transit and have read the Eglinton LRT EA, and I have even walked the original proposed LRT route from Kennedy to Renforth to have a visual of the route. Most people in this city just think the city/province/country are holding out on appropriate funding and don't care about their needs. Not to mention the confusion caused by the city over the project. Most people don't understand the project and the details such as who is building it, how this is any different from a regular streetcar line, and why they have to be separate lines from the established TTC line (i.e. why extension of Bloor-Danforth subway is not an option). Too much bad information is out there, and I even find myself having to explain to people what and why things are happening this way.
- Involve local BIA's to address potential advertising and promotions revenues available from monetizing a small amount of space on the station walls.
- Just make sure you keep working with all stakeholders throughout the process. Metrolinx will design and own it, but the TTC has to run it, and has to integrate it with the rest of their network, so any decision that may impact anything the TTC does needs to be worked out with them. It runs through and across City roads, so

any decision that may impact anything the City does with its roads needs to be worked out with them. And true public consultation is necessary, for two reasons. We, the users, need to make sure you're building something that will serve us well. And we, the users, don't want to feel we're either being kept in the dark, or being presented with a fait accompli and having our input solicited mostly for the sake of appearance (I understand some of the folks living near the possibly-deleted Leslie stop felt that the process around that was mostly a one-way conversation).

4.5.11 General suggestions

- There has got to be a way of keeping a ridiculous name like "Ionview" from entering the broader public discourse, which is what will happen if it is promoted to an LRT stop. May I suggest "Taylor-Massey Creek". It flows just 100 m from the western end of the planned stop. It is the easternmost tributary of the Don, with an impressive watershed area. It supports a green belt, and a potential future trail, near the stop. Unlike Ionview, it is a real geographical feature, it is ancient, it is natural, and, because of the symbolic connotations ascribed to rivers by many cultures, including the Native American, it is also quite compelling. The name would serve to remind urban children of the significance of our natural environment.
- The Wynford platforms should be flip-flopped so that the east and west platforms have the FRONT of the trains meeting the pedestrian walkway. The driver will be able to see the pedestrians arriving on the walkway and can decide to wait for them. This also reduces the distance that passengers need to walk to catch the last train car, especially if there are only 2 cars instead of 3.
- I really suggest that the TTC logo be used and be more visible. The LRVs, station, signs have to have the TTC logo on them to make riders feel that the standard the line is integrated with the TTC system and that the standard fare covers The Crosstown LRT line too. The use of just Metrolinx logo and green makes the line seem 'alien' disintegrated from Toronto's transit system. I know it's a political issue and that shouldn't be made too distinctive which would confuse riders. Most riders will need to take TTC buses to the LRT to ride it.
- I really like the renderings of the station pylons. The glowing edges was a very nice touch. A similar final product would be very eye-catching without being gaudy. I think it is important to incorporate as many "green" opportunities as possible. The area severely lacks greenery, and a central median with trees, shrubs, and (ideally) green grass would certainly liven up the area. I would consider including silva cell planters at the far ends of each platform (away from the intersection) and installing a few trees at each station. Furthermore, I would try and incorporate other natural "green" ideas into the station design and the streetscaping around the station.
- Pretend you are going to be forced to use this system, for the rest of your life.
- More art, bike racks, and stores in station.
- It would be very sad if the vehicles ended up green instead of red.

Questions

- Will passengers be paying in the LRT vehicle, or is there some sort of mechanism so that we can pay beforehand and get on at any of the doors? I hear that there may be some nice landscaping along Eglinton to make it feel more like an avenue vs. a suburban highway. Has there been any serious consideration of putting the electricity lines underground? They look terrible I like those pylon signs that you have in the PowerPoint.

Appendix A – Open House Notice

Designing the Future of Eglinton Public Workshops

We need to hear from you! Join us at any of three Public Workshops.

Tell us what you think about Eglinton's future with the coming Metrolinx investment in transit infrastructure:

- How to encourage significant mixed-use growth through well-designed, right-sized buildings that are predominantly mid-rise in scale
- How to create a beautiful, vibrant public realm and streetscape that offers a high quality of life for the many people who live, work and shop on Eglinton
- How on-street uses can interact with the new Eglinton-Crosstown Light Rail Transit (LRT) stops and stations

Metrolinx will have preliminary designs for stations at the workshops, including some that were not part of previous consultations. Designs for LRT surface stops and alignments will also be shown. The Kennedy Mobility Hub and parts of the line that are currently under review by Metrolinx will not be presented at these events.

WEST WORKSHOP

When > Tuesday, February 19, 2013

Where > York Memorial Collegiate Institute
2690 Eglinton Avenue West 

Nearest Major Intersection >
Keele and Eglinton

CENTRAL WORKSHOP

When > Thursday, February 28, 2013

Where > Forest Hill Collegiate Institute
730 Eglinton Avenue West 

Nearest Major Intersection >
Chaplin and Eglinton

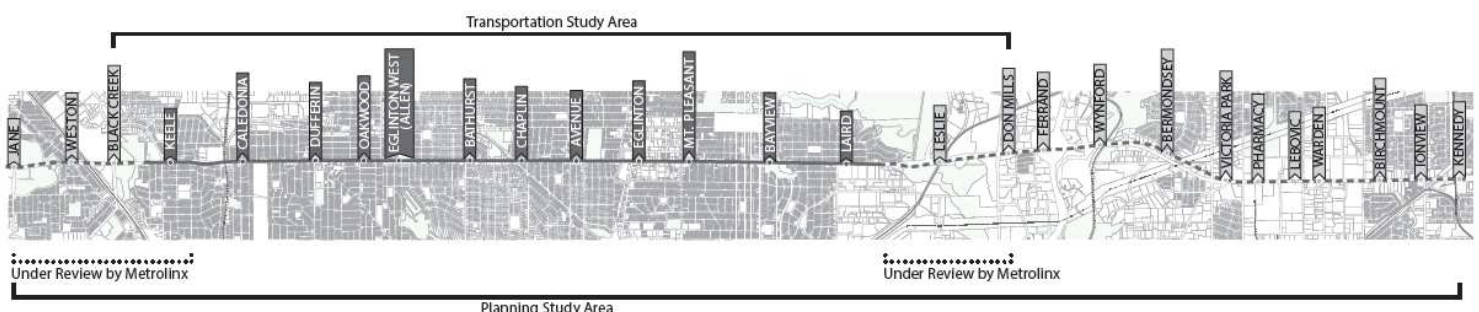
EAST WORKSHOP

When > Tuesday, February 26, 2013

Where > Noor Cultural Centre
123 Wynford Drive 

Nearest Major Intersection >
Wynford and Eglinton

*All Sessions: Drop in any time between 5:30 & 9:00pm.
Presentation & Workshop start at 6:30pm.*



Eglinton Crosstown LRT with Study Areas

- At-Grade Crosstown Line and Stops
- Underground Crosstown Line and Stops

For more information and to join the mailing list, visit
toronto.ca/eglinton

EGLINTON connects >
City of Toronto Planning Study

EGLINTON-SCARBOROUGH
CROSSTOWN

Study Background >

Metrolinx is investing approximately \$8.4 billion in LRT projects, including the design and construction of the Eglinton-Crosstown line. This new transit infrastructure is expected to open by 2020 and will run between Weston Road in the west and Kennedy subway station in the east.

Study Overview >

The City of Toronto's EGLINTONconnects Study is complementary to Metrolinx's Eglinton-Crosstown LRT project. The Study is about how Eglinton (between Jane St and Kennedy Subway Station) will look and function with the LRT. This includes where people will live and work, and what kind and size of buildings will be along Eglinton in the future. We also need to make decisions about how our streets will look, and what features they will have.

Study Outcomes >

The EGLINTONconnects Study will result in a set of planning implementation tools, including a zoning by-law, public realm plan, and design for the Eglinton roadway between Black Creek Drive and Don Mills Road.

Transportation Study – Notice of Commencement >

The underground portion of the new Eglinton Crosstown Light Rail Transit (LRT) will run for 12km between Black Creek Drive and Brentcliffe Road (which may be extended to Don Mills Road). With this new underground transit service, some bus/carpool lanes may no longer be needed. As part of EGLINTONconnects, the City of Toronto is studying options for making the best use of this roadway space to serve all users, including pedestrians, cyclists and motorists.

This Transportation Study will follow a Municipal Class Environmental Assessment (Class EA) Schedule 'C' process, which includes identifying the problem/opportunity, developing and evaluating a reasonable range of alternative solutions, and providing opportunities for public input.

For more information and to join the mailing list, visit

toronto.ca/eglinton

or contact us directly at:

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City of Toronto
Metro Hall
55 John Street, 22nd Floor
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Appendix B – Copy of Comment Feedback Sheet



METROLINX

An agency of the Government of Ontario
Une agence du gouvernement de l'Ontario

COMMENT SHEET

Eglinton Crosstown Light Rail Transit (LRT)

At-Grade Section: Don Mills to Ionview Reference Design Open House

February 26, 2013

1. In your opinion, what are the most important elements that should be considered as we develop the stop design concepts?

2. What stop features are most important to you and would encourage you to use public transit more frequently?

3. How do you think stop design elements might help riders to visually distinguish that they are riding the Crosstown line?

4. How do you see the integration of design elements such as lighting, canopies and patterned platforms fitting into the final stop designs?

5. Do you have any additional comments or recommendations to aid the project team?

Name (Optional)_____

Address_____

City_____ Postal Code_____

E-Mail_____

Telephone_____

* Please add me to the mailing list _____

Please return your comments this evening, or by March 14, 2013 via e-mail, or post to:

Email: crosstown@metrolinux.com
Crosstown Community Office-West
1848 Eglinton Avenue West
Toronto, ON M6E 2J4

Phone: 416-782-8118
Website: www.thecrosstown.ca

Appendix C – Q & A's

Questions

Q: Will passengers be paying in the LRT vehicle, or is there some sort of mechanism so that we can pay beforehand and get on at any of the doors?

A: Passengers will be able to board and de-train using any of the doors on the vehicle. The Crosstown will operate on a proof of payment system and passengers will pay using the Presto fare payment card in addition to the standard TTC methods of payment including the: Metropass, Weekly Pass, Day Pass, Token or cash fare.

Q: I hear that there may be some nice landscaping along Eglinton to make it feel more like an avenue vs. a suburban highway. Has there been any serious consideration of putting the electricity lines underground? They look terrible I like those pylon signs that you have in the PowerPoint.

A: Burying the hydro lines is not part of the scope of the Eglinton Crosstown and will not be undertaken by Metrolinx.