





Royal Canadian Golf Association

2010 CANADIAN OPEN TRANSPORTATION MANAGEMENT PLAN

REPORT

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TABLE OF CONTENTS

1.	INTRODUCTION.....	1
2.	TRAFFIC FLOW PLAN	1
2.1	Islington Avenue Closure.....	1
2.1.1	Islington Avenue Access	1
2.1.2	Islington Avenue Alternative Routes	2
2.1.3	Permitted Traffic on Islington Avenue	4
2.2	Emergency Access Routes.....	4
2.3	Transit Accommodations.....	5
2.3.1	37 Islington.....	5
2.3.2	Islington Station Charter Buses	7
2.4	Traffic Diversion and Infiltration.....	7
2.4.1	Poplar Heights Drive / Eden Valley Drive Neighbourhood	7
2.4.2	North of Princess Margaret Boulevard.....	8
2.4.3	South of Princess Margaret Boulevard	9
2.4.4	Ridgevalley Crescent and Islington Avenue North of The Kingsway	9
2.5	Road Closure Signs.....	9
3.	SITE ACCESS AND PARKING PLAN	11
3.1	General Public.....	11
3.1.1	Personal Vehicles	11
3.1.2	Disabled visitors	11
3.1.3	Shuttle Bus Drop-off/Pick-up	11
3.1.4	Transit.....	11
3.1.5	Pedestrians and Cyclists	12
3.2	Valet Parking	12
3.3	Players	12
3.4	Tournament Staff and Volunteers	13
3.5	Taxis.....	14
3.6	Surrounding Neighbourhoods.....	14
3.6.1	Blue Zone	14

TABLE OF CONTENTS (CONT'D)

3.6.2 Beyond the Blue Zone	14
3.7 Commercial Properties	14
4. TRAFFIC CONTROL PLAN	16
4.1 Pay Duty Officers.....	16
4.2 Hang Tag Program.....	16
4.2.1 Residential Hang Tags.....	17
4.2.2 Valet Parking Hang Tags.....	18
4.2.3 Golfer Hang Tags	18
4.2.4 City Worker Hang Tags	18
4.3 Traffic Signals.....	18
5. TRAVELLER AND RESIDENT INFORMATION PLAN	19
5.1 Variable Message Signs.....	19
5.2 RCGA-Distributed Information	19
6. TRAFFIC INCIDENT MANAGEMENT AND SAFETY PLAN.....	20
7. CONTINGENCY PLANNING.....	20

LIST OF EXHIBITS

Exhibit 2-1: Alternative Route Traffic Volumes.....	2
Exhibit 2-2: Islington Avenue Advance Closure Sign	3
Exhibit 2-3: 37 Islington Bus Stops within Study Area	5
Exhibit 2-4: Proposed 37 Islington Temporary Routing.....	6
Exhibit 2-5: Proposed Bus Stops on Temporary Route	7
Exhibit 2-6: Road Closure Sign Assembly.....	8
Exhibit 2-7: Schematic Road Closure Signage Plan	10
Exhibit 3-1: Islington Avenue and The Kingsway	13
Exhibit 3-2: Blue Zone	15
Exhibit 3-3: Blue Zone Distances to St. George's Clubhouse.....	15
Exhibit 4-1: Pay Duty Officers.....	16

LIST OF APPENDICES

Appendix A: Frequently Asked Questions

1. INTRODUCTION

The Royal Canadian Golf Association (RCGA) will hold the 2010 RBC Canadian Open at St. George's Golf and Country Club from July 19 – 25, 2010. This is the first time St. George's has hosted the tournament since 1968. Due to the configuration of St. George's, with the clubhouse and parking facilities located on the west side of Islington Avenue and the golf course located on the east side, the tournament will require the closure of Islington Avenue between Eglinton Avenue in the north and The Kingsway in the south, for three weeks as follows:

- Pre-tournament: Saturday, July 10 – Sunday, July 18;
- Tournament week: Monday, July 19 – Sunday, July 25; and
- Post-tournament: Monday, July 26 – Friday, July 30.

The closed section of Islington Avenue will serve as the "Street Fest" for the tournament, with the RCGA, CBS (the television partner of the tournament) and others setting up operations and attractions.

The City of Toronto asked the RCGA to retain IBI Group to prepare the traffic management plan (TMP) for the tournament. The TMP consists of this document and its associated plan set. IBI Group is submitting this document in advance of the plan set to allow city transportation staff to prepare its report to Council. Once comments are received, the report will be revised and the plan set will be submitted.

2. TRAFFIC FLOW PLAN

2.1 Islington Avenue Closure

With the exception of a required emergency access lane in the two southbound lanes, the tournament will require Islington Avenue to be closed entirely from Eglinton Avenue to the north leg of Ridgevalley Crescent. South of Ridgevalley Crescent, Islington Avenue will be closed to through traffic but will allow passage for various user groups, e.g. local residents and tournament players.

2.1.1 ISLINGTON AVENUE ACCESS

During the three week closure period, access will be maintained to the following Islington Avenue properties, from north to south:

- Toronto Fire Services station #443 – 1724 Islington Avenue – via Eglinton Avenue;
- Ridgevalley Crescent and Ridgecross Road – via Prince George Drive;
- Residential properties on the east side of Islington Avenue: 1593 – 1621 (8 houses total) – via Prince George Drive;

- Residential properties on the west side of Islington Avenue: 1588 – 1630 (14 houses total) – via Prince George Drive.

Barricades will be erected to prevent unauthorized access, at the following locations from north to south:

- Islington Avenue on the south side of Eglinton Avenue;
- Princess Margaret Boulevard / Poplar Heights Drive at Islington Avenue;
- Islington Avenue on the north side of the north leg of Ridgevalley Crescent; and
- Islington Avenue on the north side of The Kingsway.

2.1.2 ISLINGTON AVENUE ALTERNATIVE ROUTES

The following roads are expected to carry a large percentage of the diverted Islington Avenue traffic around the closure area:

- Eglinton Avenue;
- Kipling Avenue;
- Royal York Road; and
- The Kingsway.

The City of Toronto's functional classification system defines Islington Avenue, Kipling Avenue and Eglinton Avenue as Major Arterials, while Royal York Road is a Minor Arterial and The Kingsway is a Collector. Partially based on the functional classification and partially based on the number of available lanes on The Kingsway, it is understood that Islington Avenue carries more traffic between The Kingsway and Eglinton Avenue than The Kingsway has the capacity to carry, especially given existing traffic on The Kingsway. The following table shows the latest available AM and PM peak hour volumes on the affected segments.

Exhibit 2-1: Alternative Route Traffic Volumes

Roadway	Segment	Direction	Year	AADT	AM (PM) Peak Hour Volume
Islington Avenue	Rathburn Road to The Kingsway	NB	2006	14,794	1,087 (1,289)
	The Kingsway to Rathburn Road	SB	2006	14,520	1,289 (1,380)
Islington Avenue	The Kingsway to Eglinton Avenue	NB	2006	13,841	1,113 (1,252)
	Eglinton Avenue to The Kingsway	SB	2006	13,963	1,269 (1,302)
The Kingsway	Islington Avenue to Kipling Avenue	WB	2003	2,846	398 (243)
	Kipling Avenue to Islington Avenue	EB	2003	2,956	285 (343)

Roadway	Segment	Direction	Year	AADT	AM (PM) Peak Hour Volume
Kipling Avenue	Rathburn Road to Eglinton Avenue	NB	2004	10,163	731 (967)
	Eglinton Avenue to Rathburn Road	SB	2004	9,753	942 (832)
Royal York Road	Dundas Street to Eglinton Avenue	NB	2003	11,169	611 (630)
	Eglinton Avenue to Dundas Street	SB	2003	11,188	1,002 (1,041)
Eglinton Avenue	Islington Avenue to Kipling Avenue	WB	2005	19,789	1,413 (1,508)
	Kipling Avenue to Islington Avenue	EB	2005	19,703	1,572 (1,632)

The traffic volumes shown in the above table mean that diverting traffic away from Islington Avenue as early as possible will be a priority, to relieve pressure on The Kingsway and to minimize impacts to tournament player traffic between the driving range at Islington Golf and Country Club and the tournament at St. George's. Given the above, it is recommended that advance signing be placed within an area generally bounded by the following roads:

- Highway 401 in the north;
- The Queen Elizabeth Way in the south;
- Highway 427 in the West; and
- Jane Street in the east.

City of Toronto transportation staff and IBI Group have worked together to determine the locations of over 70 such signs, informing motorists of the Islington Avenue closure, its duration and its limits. The locations of the signs will be shown in this report's associated drawing package, and the proposed sign wording is shown in **Exhibit 2-2**.

Exhibit 2-2: Islington Avenue Advance Closure Sign



City of Toronto transportation staff have indicated there is no need for signed detour routes. The extensive network of advance signage will provide motorists with considerable alternative routes to bypass the closure using major City roads and MTO highways.

The southbound route is less critical than the northbound route, as Eglinton Avenue should be able to accommodate additional east-west detour traffic better than The Kingsway. Nevertheless, it is still prudent to begin signage as far north as Highway 401 to encourage early diversion.

2.1.3 PERMITTED TRAFFIC ON ISLINGTON AVENUE

During the closure, the following traffic will be permitted on Islington Avenue between Eglinton Avenue and The Kingsway:

- Emergency vehicles – entire length of street;
- RCGA-operated/chartered shuttle buses – northbound only on Islington Avenue, at the north end of the closure, between the Richview Collegiate driveway and Eglinton Avenue. These buses will be destined for public parking areas located north and west of St. George's;
- Branded vehicles carrying golfers northbound from The Kingsway to the St. George's clubhouse; and
- Residents of Ridgevalley Crescent, Ridgecross Road and Islington Avenue south of Ridgevalley Crescent. This residential traffic will be required to access Islington Avenue via Prince George Drive, through a hang-tag program discussed below.

As of this time, it is envisaged that pay duty officers will be stationed on Islington Avenue at The Kingsway and at Eglinton Avenue (among other locations discussed in **Section 4.1**), and that uniformed personnel (either pay duty officers or a private security firm hired by the RCGA) will direct traffic operations on the closed section of Islington Avenue north of The Kingsway.

2.2 Emergency Access Routes

In accordance with City of Toronto requirements, a minimum six-metre wide emergency access lane will be provided the entire length of the Islington Avenue closure. For the section of Islington Avenue between The Kingsway and Ridgevalley Crescent, this emergency access lane will also serve two-way local traffic as discussed above. In the northern section of the closure, this emergency access lane will provide access to the Toronto Fire Services station and the private residence to the south, as well as outbound access from Richview Collegiate, for buses making the return trip to off-site parking lots.

In order to better facilitate two-way traffic in the northern and southern sections, the emergency access lane should make use of both the existing southbound lanes north of the fire station and south of Ridgevalley Crescent.

2.3 Transit Accommodations

2.3.1 37 ISLINGTON

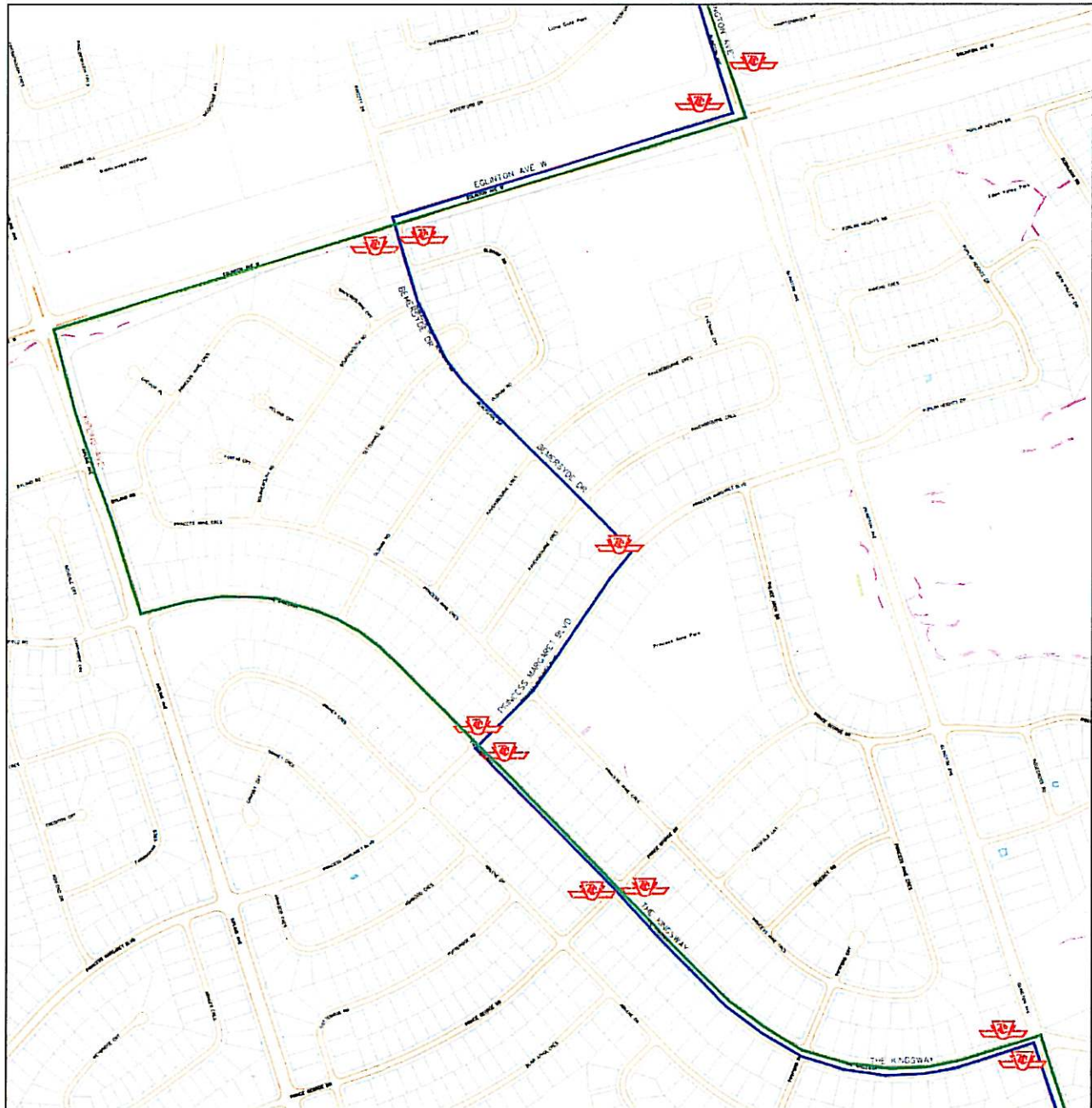
The 37 Islington route operates through the study area, with stops at the intersections shown in Exhibit 2-3.

Exhibit 2-3: 37 Islington Bus Stops within Study Area

Northbound	Southbound
Kingsway (Far Side)	Eglinton Avenue (Far Side)
Ridgevalley Crescent (North)	Collegiate
Poplar Heights Drive	Princess Margaret Boulevard (Far Side)
Eglinton Avenue	Prince George Drive
	Kingsway

The TTC has indicated that the 37 Islington will detour through the study area along the routes shown in **Exhibit 2-4** during the week of the tournament. It can be seen that the northbound and southbound routes differ, with northbound buses using Kipling Avenue and southbound buses using Bemersyde Drive and Princess Margaret Boulevard. The northbound route is shown in green, and the southbound route is shown in blue. This approach is TTC's response to resident concerns raised at a December 2009 public meeting, when residents were informed that TTC planned to operate in both directions along Bemersyde Drive and Princess Margaret Boulevard. By shifting the northbound route to Kipling Avenue, it will reduce by 50 percent the number of buses passing through the neighbourhood.

Exhibit 2-4: Proposed 37 Islington Temporary Routing



The following bus stops are recommended along the temporary route:

Exhibit 2-5: Proposed Bus Stops on Temporary Route

Northbound	Southbound
Kingsway (Far Side)	Eglinton Avenue
Prince George Drive	Bemersyde Drive (Far Side)
Princess Margaret Boulevard	Oldham Road
Bemersyde Drive	Princess Margaret Boulevard
Islington Avenue (Far Side)	The Kingsway
	Prince George Drive
	Islington Avenue

2.3.2 ISLINGTON STATION CHARTER BUSES

As of this time, the RCGA is giving consideration to operating and/or chartering bus service from the Islington TTC station on the Bloor Line. This charter service will tie in with the RCGA's plan to emphasize the use of transit for Canadian Open spectators. Another consideration is to use the 37 Islington route and to brand it with Canadian Open graphics.

The details of this service have yet to be determined, but in either case any buses serving the tournament will follow the 37 Islington route, i.e. no buses will be permitted on the closed section of Islington Avenue, and no buses will use any neighbourhood streets other than those shown in **Exhibit 2-4**.

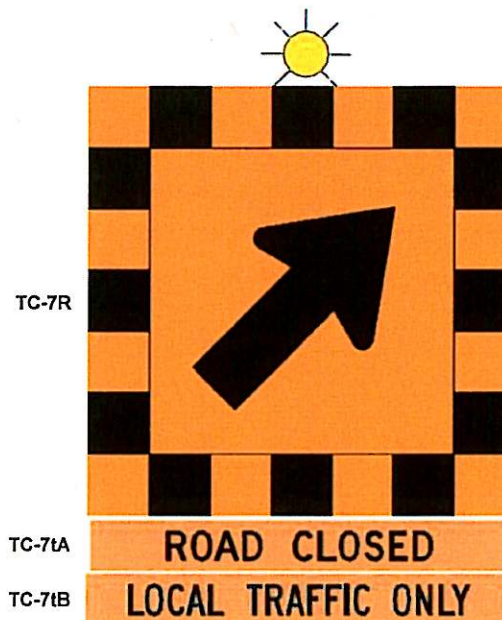
Spectators and other tournament riders will be able to board the bus at any of the stops shown in **Exhibit 2-5**. It is expected that the majority of riders will use the stops at The Kingsway, Princess Margaret Boulevard or Eglinton Avenue.

2.4 Traffic Diversion and Infiltration

Due to the length and nature of the Islington Avenue closure, as well as the number of people attending the tournament who may be unfamiliar with the area, some degree of traffic infiltration is anticipated in the neighbourhoods surrounding St. George's. The following sections discuss the anticipated levels of infiltration and steps that the RCGA will take to limit or avoid it.

2.4.1 POPLAR HEIGHTS DRIVE / EDEN VALLEY DRIVE NEIGHBOURHOOD

The intersection of Islington Avenue and Poplar Heights Drive is to be closed for the duration of the Islington Avenue closure, leaving the intersection of Eglinton Avenue and Eden Valley Drive as the only access point to the neighbourhood. In order to discourage non-local traffic from entering this neighbourhood, the following sign combination will be placed on Eden Valley Drive at Eglinton Avenue:

Exhibit 2-6: Road Closure Sign Assembly**2.4.2 NORTH OF PRINCESS MARGARET BOULEVARD**

Some degree of traffic diversion and infiltration is expected in the neighbourhood bounded by Eglinton Avenue, Islington Avenue, Princess Margaret Boulevard and Kipling Avenue. This additional traffic is expected to consist of:

- The TTC 37 Islington bus southbound diversion route along Bemersyde Drive and Princess Margaret Drive. Since the TTC operates a night bus along Islington Avenue, buses will use this route 24 hours a day for the duration of the closure;
- While no firm decisions have been made at this time, St. George's JS may be used as a staging area for valet parking and taxis, resulting in additional traffic on Princess Margaret Boulevard between St. George's JS and the St. George's Golf and Country Club upper parking lot;
- It is expected that some non-local traffic will attempt to use the neighbourhood for tournament drop-off and parking. The TMP recommends that the sign assembly shown in **Exhibit 2-6** be placed on The Kingsway at all entrances to the neighbourhood, including:
 - Bemersyde Drive;
 - Princess Margaret Boulevard; and
 - Oldham Road.
- The sign assembly should also be placed on Bemersyde Drive at Eglinton Avenue and on Byland Road at Kipling Avenue.

2.4.3 SOUTH OF PRINCESS MARGARET BOULEVARD

As with the streets north of Princess Margaret Boulevard, some degree of traffic infiltration may be expected in this neighbourhood as well. The sign assembly shown in **Exhibit 2-6** should be placed on The Kingsway at all entrances to the neighbourhood, i.e. Prince George Drive and Twyford Road.

2.4.4 RIDGEVALLEY CRESCENT AND ISLINGTON AVENUE NORTH OF THE KINGSWAY

There may be a small degree of traffic infiltration along Ridgevalley Crescent. The degree of infiltration will depend on how the hang-tag program discussed below is enforced. If enforced with total strictness, no non-local traffic will be allowed onto Islington Avenue north of The Kingsway (with the exception of tournament-branded official vehicles). Discussions have been held on the best way to permit residents of Ridgevalley Drive and Islington Avenue to go about their daily business, e.g. how to provide access for landscapers, contractors and home nurses. The RCGA will make every reasonable attempt to distribute additional hang tags to those residents who require them, but the pay duty officer(s) stationed at Prince George Drive and Princess Anne Crescent will have the final authority on which, if any, vehicles are allowed through despite not displaying a hang tag.

The sign assembly shown in **Exhibit 2-6** should be placed at this location as well.

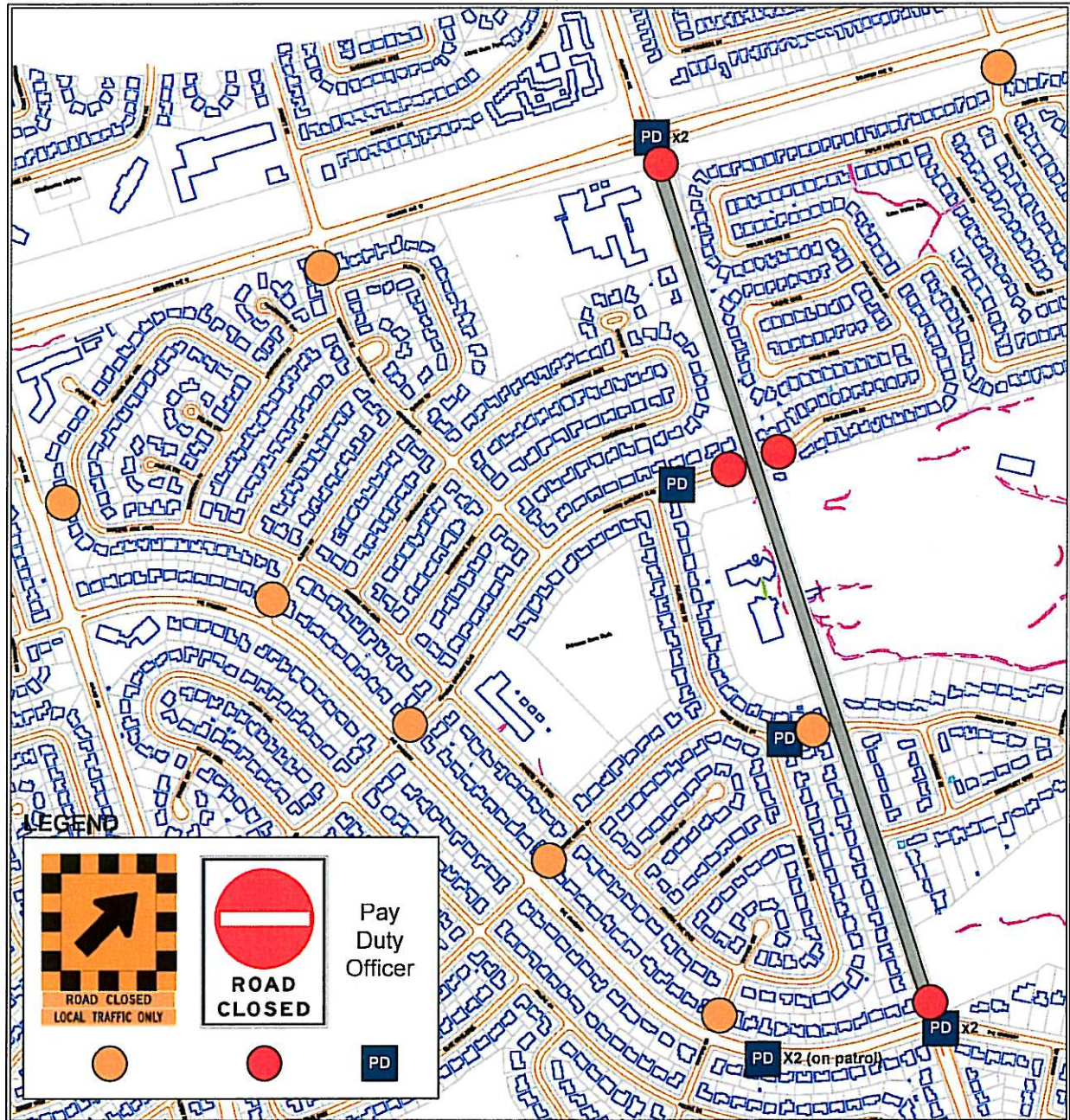
2.5 Road Closure Signs

Islington Avenue will be inaccessible to all traffic at its intersections with The Kingsway and with Eglinton Avenue, including local traffic. The only exceptions will be for emergency vehicles at both ends, northbound golfers at The Kingsway and northbound shuttle buses at Eglinton Avenue. Barricades and RB-92 (Road Closed) signs will be placed at the following locations:

- The south leg of Islington Avenue at Eglinton Avenue;
- The north leg of Islington Avenue at The Kingsway; and
- Princess Margaret Drive and Poplar Heights Drive at their intersections with Islington Avenue.

A schematic representation of the road closure signs and proposed pay duty officer locations is shown in **Exhibit 2-7**. A detailed plan will be part of the drawing package to be submitted.

Exhibit 2-7: Schematic Road Closure Signage Plan



3. SITE ACCESS AND PARKING PLAN

This section of the TMP describes how various user groups will access St. George's during the week of the tournament.

As of this time, the RCGA is still in the process of determining locations for public parking. Discussions thus far indicate that the parking is likely to be located north and west of St. George's, possibly at large parking lots along Highway 27 or in the Rexdale area. Additional details will be provided to the City as the RCGA finalizes its parking arrangements.

3.1 General Public

3.1.1 PERSONAL VEHICLES

The public will not be permitted to park personal vehicles at St. George's or in the surrounding neighbourhoods. All RCGA communications to ticket-holders, including mailings, ticket jackets and the tournament website, will clearly indicate the location of remote parking lots and directions to those lots from all major area highways. The RCGA will operate/charter shuttle buses to take spectators from those lots to the tournament site.

3.1.2 DISABLED VISITORS

The RCGA will direct all disabled patrons to a specific off-site lot. A chartered TTC WheelTrans bus will transport these guests to and from the tournament.

3.1.3 SHUTTLE BUS DROP-OFF/PICK-UP

Richview Collegiate is the recommended pick-up/drop-off location for RCGA-operated/chartered shuttle buses only. The general public should not be permitted to use this location. Since parking locations are expected to be north and west of St. George's, shuttles would enter Richview Collegiate from its Eglinton Avenue driveway. For the return trip to the remote parking facilities, it is proposed for buses to exit Richview Collegiate onto Islington Avenue and turn left at Eglinton Avenue.

At this time, the RCGA is also considering the use of St. George's Junior School as a secondary pick-up/drop-off location, for a smaller subset of shuttle buses.

RCGA staff and/or hired security personnel will manage vehicle and pedestrian flows to ensure safety at the school driveways.

3.1.4 TRANSIT

As discussed above, the RCGA is assessing the suitability of using the TTC 37 Islington bus as a shuttle service between the tournament and Islington Station. TTC representatives have indicated that the 37 Islington bus will operate on a three to four minute headway during peak periods, which should be sufficient for spectator needs. No special bus stops are proposed if the 37 Islington route is used as the tournament shuttle. Spectators would likely board and alight the bus at The Kingsway, Princess Margaret Boulevard or Eglinton Avenue.

Additional details will be provided at a later date if the RCGA decides to operate its own charter service to Islington Station.

3.1.5 PEDESTRIANS AND CYCLISTS

Tournament access will be provided for pedestrians and cyclists. Both user groups will be permitted past the street barricades at Eglinton Avenue, Prince George Drive and The Kingsway. The RCGA will provide bicycle parking at one or more locations along Islington Avenue.

Sidewalk access maintained to all pedestrians both sides of Islington south of Ridgevalley Crescent and on the west of Islington Avenue north of Princess Margaret Boulevard. The remaining stretches of Islington Avenue sidewalk are inside the tournament area and will be closed to the general public.

3.2 Valet Parking

The RCGA will issue hang tags to authorized valet parking patrons in advance of the tournament. This group is likely to include players, tournament officials and VIP guests. These hang tags will allow the motorists to pass through the pay duty checkpoint located at Princess Margaret Boulevard and Palace Arch Road and enter the St. George's upper parking lot. A valet attendant will then take the vehicle to an off-site location. The location(s) for valet parking storage have not yet been determined. Since the vehicle's hang tag will always be displayed, valet attendants will then be able to bring the vehicle back through the pay duty checkpoint when the patron is ready to leave the tournament.

3.3 Players

The driving range for the tournament will be located at Islington Golf and Country Club, located on the west side of Islington Avenue south of Rathburn Road. Players may or may not stop at St. George's before heading to the driving range, depending on their preference. All player vehicles will have special hang tags – different from those distributed to the area residents and valet patrons – to make them identifiable to pay duty officers and other officials. The RCGA is also exploring the possibility of branding the vehicles for further ease of identification.

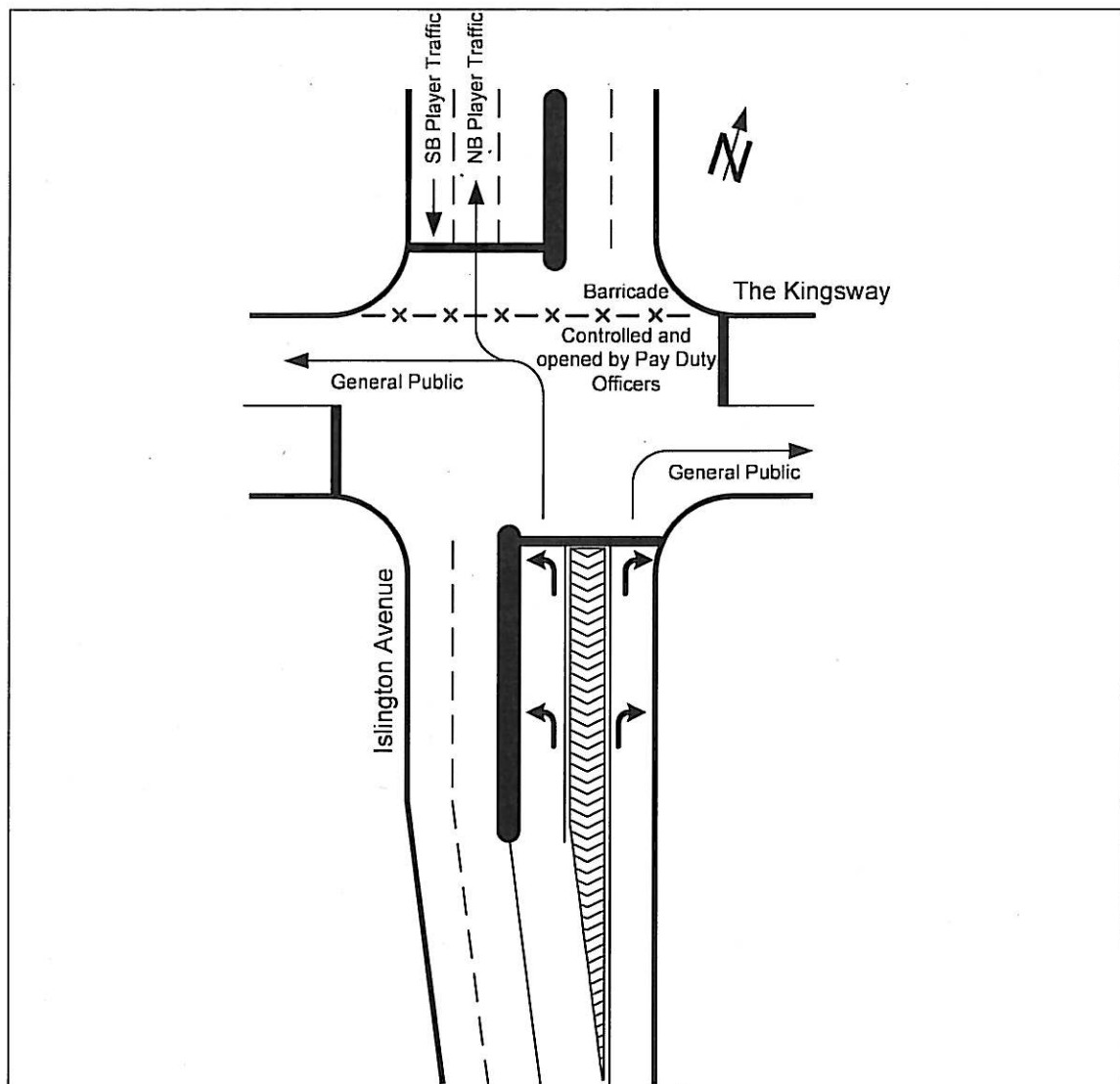
Players will need to travel northbound on Islington Avenue from Islington G&CC to St. George's. The hang tags will allow them to pass through the barricade at The Kingsway, where the pay duty officer will look for the hang tag and/or vehicle branding. The players will then travel northbound in an existing southbound lane to the St. George's 'lower' parking lot. It is anticipated that golfers' personal vehicles will then be moved off site in a manner similar to the valet process described above. Any non-personal vehicles, e.g. official tournament vans used to shuttle multiple golfers to and from the driving range, will exit the St. George's property immediately and return to Islington G&CC via southbound Islington Avenue. The pay duty officer(s) stationed on Islington Avenue at The Kingsway will permit this traffic to cross The Kingsway and continue south on Islington Avenue.

The RCGA has indicated that no dedicated lane is required on Islington Avenue between the driving range and The Kingsway. **Golfers will travel in mixed traffic with the general public for approximately 1.5 km.** The RCGA understands that congestion is expected along this section of Islington Avenue and will inform players of the approximate travel time to St. George's and of their responsibility to ensure they make their tee times.

In order to aid the pay duty officer(s) located at The Kingsway, it is recommended that the northbound Islington Avenue approach be prepared as shown in **Exhibit 3-1**. The left through lane

should be closed at the approach to the Kingsway. This would have the effect of funnelling all left lane traffic into the turn lane to turn left onto the westbound Kingsway. All player traffic would also use this lane on the approach to The Kingsway. Since the pay duty officer will be looking to the left lane to direct general traffic onto the westbound Kingsway, they will be able to better see the special player hang tags and allow them to continue north on Islington Avenue towards St. George's.

Exhibit 3-1: Islington Avenue and The Kingsway



3.4 Tournament Staff and Volunteers

Tournament staff will not be permitted to bring vehicles onto St. George's property. Hang tags will be distributed to any staff vehicles that are permitted access to the property. No official arrangements have been made, but as of this time, the RCGA is considering area Toronto District

School Board schools for staff and volunteer parking, such as the Burnhamthorpe Adult Learning Centre and Humber Valley Junior Middle School. The RCGA would operate shuttle service, in the form of vans, from all off-site staff parking locations.

3.5 Taxis

The need for a clearly marked taxi stand is understood. As with other topics that require outside land, i.e. parking, details of a taxi stand location have yet to be finalized. Preliminary discussions point to a possibility of using Richview Collegiate, St. George's JS or private properties on the north side of Eglinton Avenue. Regardless of which site is chosen, area taxi companies will be informed of the location and any taxis waiting outside the designated area(s) are subject to the temporary no stopping / standing / parking bylaw discussed below.

3.6 Surrounding Neighbourhoods

3.6.1 BLUE ZONE

A "Blue Zone" will be established on local streets surrounding St. George's. The City of Toronto will enact a temporary "no stopping/standing/parking" by-law for streets within the Blue Zone. This by-law is to be in effect for tournament week only and will apply to all vehicles, both local and non-local. All violators risk ticketing and/or towing. The RCGA will inform all attendees through its normal communications channels that absolutely no parking is permitted in the surrounding neighbourhood.

The Blue Zone will cover the following areas, as shown in **Exhibit 3-2**.

- The neighbourhood bounded by Eglinton Avenue, Islington Avenue, Princess Margaret Boulevard and Kipling Avenue;
- Poplar Heights Drive / Eden Valley Drive neighbourhood; and
- Ridgevalley Crescent / Ridgecross Road.

Exhibit 3-3 superimposes concentric circles onto the Blue Zone, with the circles' centres located on the St. George's clubhouse. It can be seen that the majority of the Blue Zone falls outside a 400-metre radius from the clubhouse, and the northwestern corner falls outside an 800-metre radius. Various studies indicate that motorists are typically not willing to walk more than 300-400 metres after parking their car, and it is felt that the boundaries of the Blue Zone do not need to extend further to the southwest.

3.6.2 BEYOND THE BLUE ZONE

Normal City parking regulations will apply to streets beyond the Blue Zone. In the case of unsigned locations, three hour parking is permitted. Any vehicles parked longer than three hours risk tagging and/or towing, just as they would elsewhere in the city.

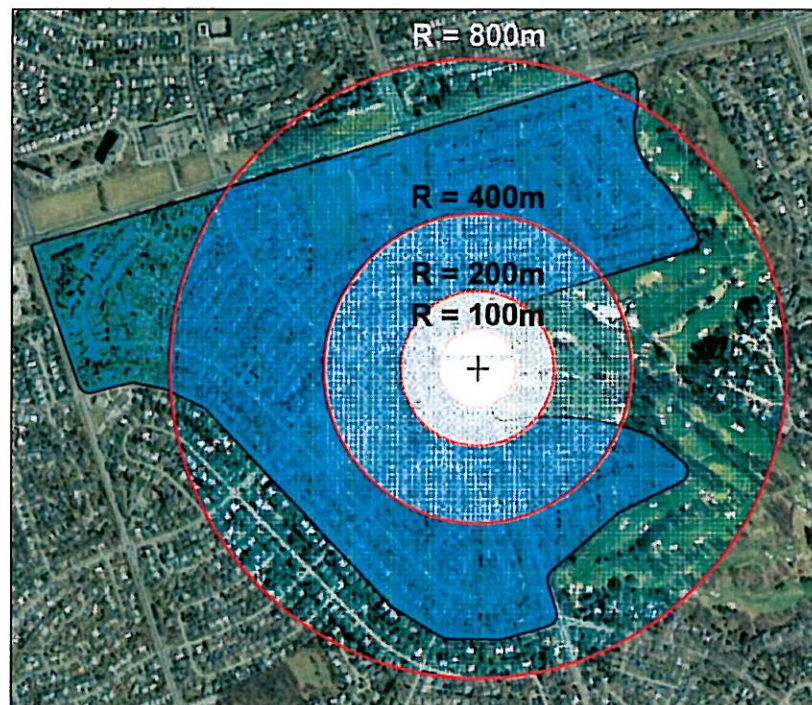
3.7 Commercial Properties

Special constables will patrol commercial parking lots in the area to ensure that the parking lots are not used by tournament traffic.

Exhibit 3-2: Blue Zone



Exhibit 3-3: Blue Zone Distances to St. George's Clubhouse



4. TRAFFIC CONTROL PLAN

4.1 Pay Duty Officers

The RCGA is planning to hire a number of pay duty officers to be stationed at various locations around the study area during the three affected weeks. The largest number of officers will be required during tournament week, and officers will be required 24 hours per day at some locations.

Pay duty officers will serve to direct traffic through affected intersections and to check hang tags at selected locations. They will be expected to have minimal interaction with motorists. They will not be expected check motorist identification to enforce the "local traffic only" restrictions any locations; however, they will be requested to enforce the road closures at Eglinton Avenue and The Kingsway, with the exception of traffic that is explicitly described in this report.

Through discussions with the RCGA, staff from various city departments and IBI Group, Police Services staff have recommended that pay duty officers be stationed at the following locations. This list represents the minimum number of recommended officers; the need for additional officers may be determined as the study progresses.

Exhibit 4-1: Pay Duty Officers

Location	Number	Time / Date	Role / Notes
Islington Avenue and Eglinton Avenue	2	24 hours; full three weeks	Only permit emergency traffic and outbound RCGA parking shuttles
Islington Avenue and The Kingsway	2	Tournament / set up / tear down hours only; full three weeks	Only permit emergency traffic and inbound golfer traffic (special hang tag and/or vehicle branding)
On patrol near The Kingsway	3	Tournament hours only; tournament week only	Assist where necessary
Prince George Drive / Princess Anne Crescent	1	24 hours; tournament week only	Check residential hang tags
Princess Margaret Boulevard / Palace Arch Drive	1	24 hours; tournament week only	Check residential / valet hang tags
Islington Avenue at Islington G&CC	2	Tournament hours only; tournament week only	Assist golfers in and out of Islington G&CC

4.2 Hang Tag Program

A number of residences are inside pay duty checkpoints or closed areas. A hang tag program will be implemented in order to maintain residential access to all properties within the Blue Zone during the entire three-week Islington Avenue closure.

As of this report, four types of hang tags will be distributed:

- **Residential** – distributed to homes inside the closed areas;
- **Valet** – distributed to tournament spectators and guests who are permitted to have valet parking;

- **Golfers** – distributed to allow access through The Kingsway closure; and
- **City Employees** – Pay duty officers, fire and emergency staff and school staff.

The RCGA will be responsible for distribution of the first three types of hang tags, either by mail or by establishing a location where residents may obtain the tags. The city will be responsible for distributing tags to affected police, fire, emergency and school staff. The city may also assist the RCGA in distribution of residential tags, if necessary.

4.2.1 RESIDENTIAL HANG TAGS

Residents of four areas will be required to obtain hang tags for their vehicles:

- Islington Avenue between The Kingsway and Ridgevalley Crescent – 26 homes;
- Ridgevalley Crescent / Ridgecross Road – 45 homes;
- Prince George Drive east of Princess Anne Crescent – 4 homes; and
- Princess Margaret Boulevard east of Palace Arch Drive – 5 homes.

As of this time, a minimum of two hang tags will be distributed to all affected residences. Any residents requesting additional hang tags will be required to show proof of additional licensed drivers in the home, not additional vehicles. The RCGA intends to set up a temporary tournament office in the north parking lot of St. George's. Preliminary discussions as of this time indicate that residents will be able to obtain their hang tags at this tournament office in the weeks leading up to the Islington Avenue closure. Since the residential hang tag program only affects 80 homes, it is not anticipated that additional distribution channels will be required. However, if they prove necessary, other possible options are direct mailings, door to door or additional distribution locations.

Residents who receive a hang tag *must* display it on the vehicle during tournament week. Pay duty officers stationed on Prince George Drive and Princess Margaret Boulevard will be instructed to use their discretion in allowing non-tagged vehicles past checkpoints, e.g., if a motorist fails to display a hang tag but produces a drivers license with a Ridgevalley Crescent address, the pay duty officer would be more likely to allow entry than if the motorist were to say they were visiting someone on Ridgevalley Crescent. However, the only way to guarantee passage is to display a tag.

It is understood that residents inside the closure area may require outside visitors to come to their homes during tournament week. Arrangements will be made so that visiting nurses, landscapers, contractors and others are able to receive temporary permits. It will be up to the residents to distribute these tags themselves, though. As with residents who fail to produce a hang tag, pay duty officers are more likely to allow a branded landscaper or contractor vehicle through a checkpoint than an unmarked private vehicle.

Ridgevalley Crescent and Ridgecross Road should be exempt from the temporary no stopping / standing / parking bylaw, since only tagged vehicles will get through the checkpoint (with some exceptions). However, residents of the affected homes on Islington Avenue, Prince George Drive and Princess Margaret Boulevard must ensure that no outsider traffic park on the street, at the risk of ticketing and/or towing.

No details have been finalized, but it is expected that a mechanism will be put into place to allow affected residents to obtain additional, temporary parking tags for tournament week, so that small parties or events can be held. As with any other additional tags, it will be the responsibility of the

host to ensure that sufficient tags are obtained for guests, at the risk of denial of entry into the closed-off area.

Since no pay duty officers will be stationed at Prince George Drive or Princess Margaret Boulevard during the week before and after the tournament, hang tags will not be required and normal parking restrictions will apply.

4.2.2 VALET PARKING HANG TAGS

As discussed above, the RCGA will identify guests in advance of the tournament who are permitted to have valet parking. Special hang tags will be distributed to these guests. These tags will allow entry through the checkpoint at on Princess Margaret Boulevard and access to the St. George's upper parking lot, where the guest will hand over the vehicle to a parking attendant who will then take it off site. When the guest leaves, the hang tag will permit the attendant to bring the car from the off-site location onto St. George's property.

4.2.3 GOLFER HANG TAGS

Golfers (or golfers travelling in specially branded cars) will receive a special hang tag that will allow entry through the closure at The Kingsway, on the trip north from the driving range at Islington G&CC. Once the golfer drops off the vehicle in the lower parking lot, an attendant will take it to an off-site location via the St. George's driveway that connects to Princess Margaret Boulevard. When the golfer's round is complete, the attendant will drive the golfer's vehicle back along the same Princess Margaret route, and the golfer will exit the same way.

4.2.4 CITY WORKER HANG TAGS

It is understood that some city workers need hang tags to access their places of employment during the three week period. These workers consist of pay duty police officers, fire and emergency services staff working at the fire station in the northern part of Islington Avenue, and summer staff at Richview Collegiate and St. George's JS. The City of Toronto shall identify the number of hang tags required for these groups and distribute them in advance of the tournament. The RCGA will inform the city of any additional tags it may need for staff or volunteers working at the schools, once the exact use of the schools is determined.

It is expected that all non-tagged or branded vehicles parked at either school within the study area will be subject to ticketing and/or towing.

4.3 Traffic Signals

Canadian Open road closures and restrictions will impact traffic operations at the following signalized intersections, among others:

- Islington Avenue and Eglinton Avenue;
- Islington Avenue and The Kingsway;
- Eglinton Avenue and Bemersyde Drive;
- Eglinton Avenue and Eden Valley Drive; and

As discussed above, pay duty officers are recommended at the two Islington Avenue signalized intersections. As the TMP progresses, a determination will be made if changes to signal timings are required at the other Eglinton Avenue intersections, along with signalized intersections affected by the diversion routes.

5. TRAVELLER AND RESIDENT INFORMATION PLAN

5.1 Variable Message Signs

In addition to the static signs discussed throughout this report, it is recommended that the City of Toronto place portable variable message signs at the following locations, warning motorists of the Islington Avenue lane closure:

- Gardiner Expressway – Islington Avenue off-ramps;
- Highway 401 – Islington Avenue and Eglinton Avenue off-ramps;
- Highway 427 – Eglinton Avenue off-ramps;
- Highway 27 – Eglinton Avenue off-ramps;

The wording and phasing of the signs is to be determined, but the signs should indicate the location and duration of the Islington Avenue road closure, similar to what is shown in **Exhibit 2-2**.

The RCGA should also work with the City of Toronto and MTO to determine if variable message signs on major GTA highways can be used to display tournament-related traveller information.

5.2 RCGA-Distributed Information

The RCGA will issue information to tournament attendees, staff and others at every possible opportunity. The most obvious opportunities are the tournament website, materials in mailings and the ticket jacket itself.

Among other information, the RCGA will inform spectators about permitted parking locations, area parking restrictions and transit locations and opportunities, all with a goal of minimizing impacts to the local area.

The RCGA and/or the City of Toronto will distribute literature to all Blue Zone homes explaining, at a minimum, the following:

- An overview of the event;
- Map of street closures and estimated closure dates;
- TTC rerouting;
- The duration of the parking restrictions;
- What steps will be taken to limit traffic infiltration; and

- Answers to frequently asked questions that are received through this study process and other pre-tournament activities. A sample of expected questions has been prepared and edited by the project steering committee and is shown in **Appendix A**.

6. TRAFFIC INCIDENT MANAGEMENT AND SAFETY PLAN

Given that no specific detour routes have been selected for Islington Avenue closure, the traffic incident management plan for the tournament is less formal than it would be if signed detour routes were in place. It is expected that traffic will continue to find its own way around the Islington Avenue closure in the event of an incident, so the main focus of the incident management plan is to safely clear incidents as efficiently as possible using standard City of Toronto procedures.

The most critical location is Islington Avenue between The Kingsway and Islington G&CC. Efforts must be made to ensure that golfers can continue to make their tee times at St. George's. Unless Islington Avenue is completely impassable due to the incident, the preference would be to allow northbound traffic to pass through in one of the southbound lanes, leaving one lane for southbound traffic. It is felt that southbound traffic on this section of Islington Avenue will be somewhat light, given that not all motorists will choose the shortest path back to Islington Avenue.

In the event that Islington Avenue is totally impassable, golfers will need to find alternative routes from Islington G&CC to St. George's. Possible routes include the following, depending on the location of the Islington Avenue incident(s):

- Rathburn Road to Kipling Avenue to Princess Margaret Boulevard;
- Bywood Drive to Kipling Avenue to Princess Margaret Boulevard; or
- Orrell Avenue to Cedarland Drive to Pheasant Lane to Sir Williams Lane to Twyford Road to The Kingsway (or Princess Anne Crescent) to Princess Margaret Boulevard;

The RCGA will need to supply golfers (or anyone shuttling golfers) with alternative route maps. It will ultimately be the responsibility of the golfers themselves to ensure they make their tee times.

As discussed above, a minimum six-metre emergency access lane will be maintained for the entire length of the Islington Avenue closure. In the north, the emergency access lane will allow two-way travel between Toronto Fire Services station #443 and Eglinton Avenue. The emergency access lane will also permit police, fire, and emergency vehicles to travel Islington Avenue to and from the south, in the event of an emergency. It is recommended to use both southbound lanes of Islington Avenue for the emergency access lane, allowing both emergency vehicle travel and access to local residences.

Due to the number of people who will be in the area for the event, including spectators, staff, volunteers and players, as well as expected traffic congestion, there will be a need for additional ambulance coverage in the area. The RCGA has plans to hire emergency services staff for the tournament, and a discussion will be required between the RCGA and City of Toronto EMS in the coming months to discuss the additional city EMS coverage.

7. CONTINGENCY PLANNING

If all goes as scheduled, the tournament will end on Sunday, July 25, with clean-up and tear-down beginning the next day. In the event of rain or other issues that cause the delay or postponement of

play, one or more days the week of July 26th may be required to complete the tournament. In this event, the aspects of this TMP relevant to tournament week would continue to apply, e.g. TTC routing, parking prohibitions, pay duty officers, etc. The RCGA will then make every effort to complete tear-down within the original timeframe, i.e. Islington Avenue is reopened as scheduled by Saturday, July 31.

APPENDIX A

FREQUENTLY ASKED QUESTIONS

Will Islington Avenue be closed during the event?

Yes. Islington Avenue, from Eglinton Avenue to The Kingsway will be closed from July 10 to July 30.

Why such a long closure?

It is important to close the road for three weeks to set up and accommodate tournament infrastructure such as the television compound, a public area "street festival" which will handle the large number of spectators that will attend the event and the eventual cleanup of the site once the event has concluded.

Will I be able to access my property during the closure of Islington Avenue?

Yes. The City will ensure that access to all properties in the area of the event is maintained at all times.

Will grandstands be placed on Islington Avenue for spectators?

There will be some build-out of infrastructure for the enjoyment of spectators. Specific plans have not been finalized. Tournament organizers are well aware of the timelines.

Will there be traffic disruptions during the event?

With such a large event, traffic volumes in the area are expected to increase. However, the City is taking every precaution to minimize disruptions to residents who live in the area and motorists who use Islington Avenue.

Among the measures that the City will employ include signage on streets that will be placed well in advance of the Islington Avenue closure, as well as on neighbouring roads and highways to identify the road closure.

Communications will be made through the City's website and via the news media to ensure that the closure is communicated.

What if an ambulance or fire truck needs to get into the community?

Emergency vehicles will be the only vehicles that will have access to the majority of Islington Avenue during the course of the event. One lane of Islington Avenue will be available for these vehicles.

Will TTC buses be affected by the event?

Buses on Islington Avenue will be rerouted along The Kingsway to Princess Margaret Boulevard and then onto Bemersyde Drive and Eglinton Avenue. This will accommodate public transit users who use this route for travel. Wheel-Trans will not be impacted.

What about parking on my street? Will people be able to just park here when the event is taking place?

The City intends to pass a temporary no-parking/stopping/standing by-law to prevent vehicles from parking on adjacent streets **during the week of the event (July 19-25)**. If a vehicle is parked in a restricted area, it may be tagged and towed.