

# Online Survey #1: Summary of Responses

## Background

City of Toronto staff are updating the Scarborough Centre Secondary Plan, which was approved by Council in 2005. A Secondary Plan is a tool that guides change in a particular area of the City through detailed policies promoting compatibility and coordination among buildings and development, parks and public spaces, transportation, community services and facilities, and land use.

A lot has changed in Scarborough Centre since 2005, including a number of new residential towers, a new park and a new library. The future Scarborough Subway Extension will bring increased growth along with new station entrances and changes to the bus terminal.

The “Our Scarborough Centre” Study Area is bounded by Highway 401 in the north, Bellamy Road North in the east, Ellesmere Road in the south and west of Brimley Road in the west. The Study has four phases. Phase 1, completed in April 2019, resulted in an updated vision, [preliminary public realm plan](#), and [information report to Scarborough Community Council](#). We are currently in Phase 2, looking to better understand the issues, strengths, and opportunities facing Scarborough Centre.

An online survey was launched for members of the public to share their thoughts and experiences within Scarborough Centre and provide ideas about the area’s future. The voluntary survey had 14 questions and was available from June 30 to August 28, 2020. All responses were anonymous and no personally identifiable information was collected.

Over 220 community members participated in the survey. A high-level summary of responses is provided.

## Participant Travel Behaviour

Most people drive and/or walk to, from, and within Scarborough Centre:

### How do you usually travel to and from Scarborough Centre?

Response	Total	% of responses	%
Drive	147		69%
Walk	73		34%
Public Transit	58		27%
Bike	8		4%
Other, please specify	3		1%

### How do you usually travel within Scarborough Centre?

Response	Total	% of responses	%
Drive	118		56%
Walk	109		52%
Public Transit	36		17%
Bike	13		6%
Other, please specify	1		0%

**We asked participants to describe their experiences travelling to/from as well as within Scarborough Centre:**

- Some consider their travel experience “excellent,” “convenient,” “safe,” and “comfortable,” but many wrote that the Centre is not pedestrian-friendly, “a little maze-like,” with far distances between places and few benches. One participant described their experience as “frustrating” and “sometimes scary”
- Multiple people said that they do not feel safe walking, particularly at night, and more/better lighting is needed. They also shared that “drivers do not come to full stops,” and creep forward or try to “beat the pedestrian” at crossings
- Bike infrastructure was described as “extremely poor”
- Traffic congestion is particularly heavy during rush hour and long-time residents indicated it has increased over time. Drivers said there are “too many traffic lights”
- Public transit is overcrowded at peak times, including packed bus routes and long wait times

## **We asked about improvements to the street network to help promote walking and cycling:**

- Participants suggested more wayfinding and signposts are needed, especially around government buildings, and the area needs better/brighter lighting
- Although some advocated strongly against bike lanes, the majority of participants would like to see dedicated cycling infrastructure including separated/safe bike paths that are well-maintained and free of potholes
- Many would like to see wider and continuous sidewalks, more benches, landscaping, and shading
- Existing pedestrian crossings are “spaced too far apart” and better crossings could be placed at transit entrances
- Parks and recreation areas should be destinations to walk to (e.g., reopen the park in Albert Campbell Square)



## **When asked about improvements to transit access and connectivity, participants suggested:**




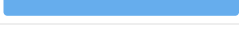
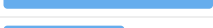
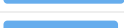
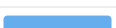
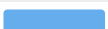





- Increasing the frequency of major transit routes and service
- Better connections/access to the transit station: it is “hard to find unless you are familiar with the space.” A street-level entrance or transit plaza would be helpful with the new station, as well as an underground walkway/connections to nearby amenities (e.g., mall, library, Civic Centre)
- Brightly-lit, covered bus shelters with benches
- Improved transit station maintenance and design: seating, signage, security, washrooms
- More attention paid to accessibility, especially for seniors and people with disabilities



## Places in Scarborough Centre





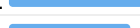
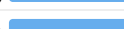
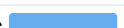






We asked participants to tell us their favourite places in and around Scarborough Centre. The top 3 spots were Scarborough Town Centre Mall, the Toronto Public Library branch, and Scarborough Civic Centre:

### Where are your favourite places in and around Scarborough Centre?

Response	Total	% of responses	%
Scarborough Town Centre Mall	149		84%
Scarborough Civic Centre Library	96		54%
Scarborough Civic Centre	94		53%
Albert Campbell Square	66		37%
Frank Faubert Wood Lot	59		33%
West Highland Creek	34		19%
YMCA	32		18%
East Highland Creek	31		17%
Dog Park	29		16%
Other, please specify	28		16%
Federal Building	26		15%
Lee Centre Park	24		13%
Hillsborough Park	19		11%

We also asked participants to tell us the places that could be improved. The top 3 locations were Scarborough Town Centre Mall, Albert Campbell Square, and Scarborough Civic Centre:

### What places in and around Scarborough Centre could be improved?

Response	Total	% of responses	%
Scarborough Town Centre Mall	73		49%
Albert Campbell Square	64		43%
Scarborough Civic Centre	61		41%
Frank Faubert Wood Lot	33		22%
YMCA	32		21%
Other, please specify	29		19%
East Highland Creek	29		19%
Federal Building	26		17%
West Highland Creek	23		15%
Dog Park	20		13%
Lee Centre Park	19		13%
Scarborough Civic Centre Library	18		12%
Hillsborough Park	17		11%

**When we asked about how community services and facilities could be improved, we heard that Scarborough Centre needs:**

- More signage
- More child care centres, playgrounds/ splash pads, benches, water fountains
- Additional parks and green spaces
- Community centre, arts centre, new recreation centres
- ServiceOntario or Service Canada branch
- Extended library hours/larger space or an additional library with free parking, programming for diverse age groups including young professionals
- Designated bus stops at the entrances of community services and facilities
- Improvements to Albert Campbell Square: landscaping, better placement of waste bins, shaded seating
- Better drainage at Hand of God Dog Park: inclined portion becomes overly muddy in fall and icy in winter



**When asked about how parks and open spaces could be improved, participants' open responses included the following words most:**



**People frequently said they would like to see:**

- More park benches and accessible seating
- “Better trails” and connections
- Better lighting and wayfinding (e.g., signage indicating where paths go)
- Play structures, splash pads, athletic fields, outdoor fitness equipment, BBQ facilities
- Cleanup of litter left behind in parks
- Public art
- More green space

**Participants were also asked about the aspects or features of Scarborough Centre that are important to the heritage of Scarborough, and/or the City of Toronto:**

- Many people cited Scarborough Civic Centre and Frank Faubert Wood Lot
- Also mentioned were Albert Campbell Square, Rouge River, Old Scott House, Highland Creek, Moriyama building, Scarborough Town Centre Mall, YMCA, sculptures in the neighbourhood from the 1994 Granite Symposium

**Finally, we asked participants for any other ideas they had to help ensure that Scarborough Centre grows into a complete community to live, work, and play. They suggested:**

- An accessible, visible public square (e.g., potential at Albert Campbell Square or elevated section of future decommissioned RT) to hold community events and activities like a farmer's market, movie night, food festival, sports game screenings
- Affordable housing
- Walkable, street-level local retail and food establishments
- Bike maintenance (e.g., pumps, tools) in Albert Campbell Square
- Focus on walkability, good design, and integration with the mall
- Promoting and acknowledging Indigenous roots
- Mix of low-, mid-, and high-rise buildings
- Eco-friendly infrastructure
- Transition of surface-level parking lots to new uses
- Improved connectivity to other areas like Markham Centre
- Additional subways
- Greenspace surrounded by Brimley, Progress, Triton, and Borough Dr reserved for a park