Waterfront East Light Rail Transit Extension

Summer 2021 Community Consultation

Engagement Summary

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Executive Summary

The City of Toronto, in partnership with Waterfront Toronto and the Toronto Transit Commission (TTC), has initiated, at City Council's direction, the Preliminary Design and Engineering (PDE) for the extension of the Waterfront Transit Network from Union Station to Parliament Street and ultimately connecting to Cherry Street.

In parallel to this design work, the project team is also undertaking a Transit Project Assessment Process (TPAP) for the project, which is a streamlined environmental assessment process designed specifically for transit projects. The public and stakeholders will be engaged throughout the TPAP and a report, called the Environmental Project Report (EPR), will be produced at the end of this process to summarize the TPAP, including feedback of all public and stakeholder engagement activity. This summary report from the Summer 2021 community consultation will contribute to the final EPR.

The following summary documents what the project team heard from feedback received through the Waterfront East Light Rail Transit Extension Summer 2021 Virtual Community Consultation meeting, online questionnaire, and emails received by the project team between June 7, 2021 and July 6, 2021. The Virtual Community Consultation meeting took place on June 21, 2021 and was attended by 254 participants. The online survey was available June 21, 2021 until July 11, 2021 and was completed by 235 people. All consultation materials, including the presentation slides and a recording of the Virtual Community Consultation were published by June 24 2021 on the City of Toronto's project website at toronto.ca/waterfronttransit

Key Feedback We Heard

Design of Union Station and Queens Quay-Ferry Docks Station

Participants were generally supportive of the designs presented for Union Station and Queens Quay-Ferry Docks LRT Stations. Participants were generally interested in further refinements to the design that explore improving connections to neighbouring properties and destinations, improving station accessibility, and ensuring the stations achieve a high level of design that aids with wayfinding while remaining aesthetically pleasing.

Reconstruction of Bay Street

With respect to the reconstruction of Bay Street, participants identified the importance of wider sidewalks and enhanced public realm, trees and plantings, and dedicated and protected bicycle infrastructure as the top three priorities for future improvements to Bay Street between Queens Quay and Front Street.

Portal Canopy Design

Participants were generally supportive of the proposed portal canopy concept and identified that it has the potential to serve both the functional purpose of defining the use of the portal for streetcars as well as serve as an iconic part of the public realm. Participants offered feedback suggesting the use of low-maintenance materials, opportunities to add colour through paint or lighting, and the opportunity to have the design reflect its context on the waterfront.

Yonge Street Slip

Participants were generally supportive of the revised design for the Yonge Street Slip, seeing it as an improvement to the existing condition and an opportunity to create an iconic starting point to Yonge Street. Participants emphasized the importance of programming that animates the slip once it is complete, access to water, opportunities to sit and gather, and design features that reference the local landscape. Concerns were raised related to the environmental impact of the partial slip fill. Concerns were also raised related to traffic congestion in the area and how worsening traffic could impact building access and pedestrian safety.

Queens Quay East Street Design and Extension

Participants were generally supportive of the proposed cross-section for Queens Quay East between Bay Street and Cherry Street. Participants appreciated seeing attention to improving mitigation measures for users of the Martin Goodman Trail and the promenade to reduce conflicts, and improvements to the planting strategy. Participants identified concerns about pinch points along the trail, and accessibility.

Heritage Railway Tower

Participants were generally supportive of maintaining the heritage railway tower in its current location and adaptively repurposing it to fulfill a function in the public interest including but not limited to washrooms, information, local history, or food and drink.

The Network Phasing Study

Participants were generally supportive of the decision to proceed to Polson Street in Phase 1, though some expressed concern that by delaying the connection to Distillery underneath the tracks this would set-back overall connectivity of the network.

The following summary report provides further details on what we heard and is organized into subsections that elaborate on the feedback received from participants.

Contents

Appendices (included separately)

Appendix A – Detailed Summary of Questions of Clarification
Appendix B – Qualitative Survey Responses
Appendix C – Survey Demographic Data

1 Introduction

The City of Toronto is planning the Waterfront Transit Network to service Toronto's waterfront from Long Branch in the west, at the Etobicoke/Mississauga border, to the Leslie Barns Maintenance and Storage Facility in the east. Individual projects in the network are in various stages of planning, design, and the environmental approval process. This engagement is focused on the Waterfront East LRT Extension, the portion of the network from Union Station to the Distillery Loop via Queens Quay East and Cherry Street (Figure 1).

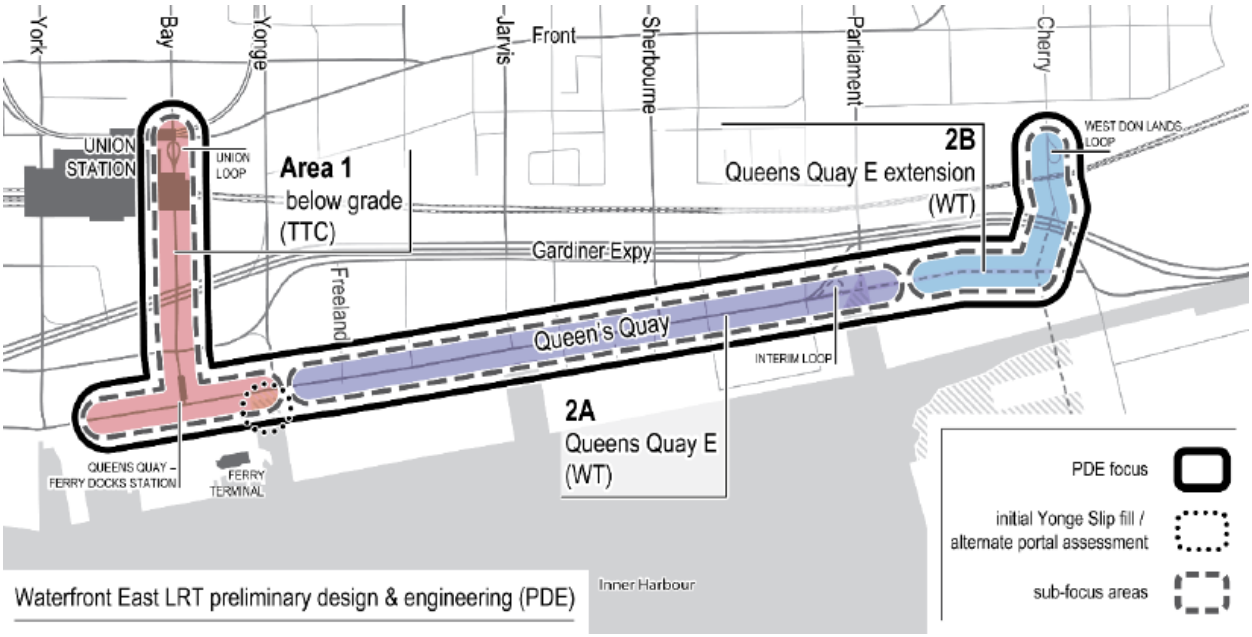


Figure 1. Waterfront East LRT Extension Preliminary Design and Engineering Focus Areas 1, 2A, and 2B.

In parallel to this design work, the project team is also undertaking a Transit Project Assessment Process (TPAP) for the project, which is a streamlined environmental assessment process designed specifically for transit projects. The public and stakeholders will be engaged throughout the TPAP. An Environmental Project Report (EPR) will be produced at the end of this process to summarize the TPAP, including feedback of all public and stakeholder engagement activity. The summary report from this Spring/Summer 2021 round of community consultation, and the summary report from the Winter 2021 community consultation will contribute to the final EPR.

The project entails five components that contribute to the overall project, which are:

- **Design of Union Station and Queens Quay-Ferry Docks LRT Stations -** Area 1 (Figure 1) is the underground section that includes the Union Station Loop, and the Queens Quay-Ferry Docks LRT Stations, and a new tunnel extension and portal on Queens Quay east of Bay Street.

- **The Portal Selection Study** –This study focuses on evaluating two location options for the streetcar portal on Queens Quay East. Included in the Portal Selection Study is the opportunity to reimagine the base of Yonge Street through the partial filling of the Yonge Street Slip to create a new public space.
- **Queens Quay East Street Design –** Area 2A (Figure 1) is the existing Queens Quay East to Parliament Street and includes overlapping surface areas with Area 1 at Bay Street. This area includes unique challenges and opportunities presented by the Yonge, Jarvis, and Parliament Street slips. Area 2B includes the unbuilt portion of Queens Quay between Parliament Street and the future Cherry Street realignment, and finally connecting under the rail corridor to the existing Distillery Loop.
- **The Network Phasing Study** – This study will identify the timing of funding and delivery for the first phase of the Waterfront Transit Network.
- **The Transit Project Assessment Process** – This is a streamlined environmental assessment process designed specifically for transit projects. Rather than filing amendments to multiple previous Environmental Assessments (EA), this approach consolidates all the changes along the corridor to deliver transit more quickly while still ensuring the legislated requirements are met.

The following summary report documents the feedback received through public consultation and engagement activities in June and July 2021.

2 What We Heard

The City of Toronto and Waterfront Toronto sought feedback from June 21 to July 11 through a Virtual Community Consultation, an online questionnaire, and a project email (the project email is WaterfrontTransit@toronto.ca and will be active throughout the entire project to receive questions and feedback from the public). The following subsections provide an overview of the key messages heard through community engagement.

Where responses were received to a quantitative question, results have been quantified. All comments received through feedback have undergone a thematic analysis. This involves summarizing and categorizing qualitative data so that important concepts within the dataset are captured. Once completed, a collection of themes was used to formulate the descriptive text in this report. It is important to note that comments received were wide-ranging, and the appendices to this report provide a fulsome record of all comments received.

Appendices include:

- Appendix A – Questions of clarification.
    - All questions received through the Virtual Community Consultation and online questionnaire have been appended, however not all questions are provided with an answer. All questions that were asked and answered during the virtual

community consultation, and frequently asked questions are answered in Part 1 of this appendix.
    - Questions received through the project email will be documented as part of the TPAP EPR and responded to directly by the project team.
- Appendix B – Qualitative survey responses.
- Appendix C – Demographic data from the survey.

2.1 Area 1 (Underground Works and Bay Street)

2.1.1 Design of Union LRT Station

The project team presented an updated design for the LRT station at Union Station. The team sought feedback on design elements of the station as they are currently represented relating to accessibility, connections to adjacent properties, and passenger circulation (Figure 2). Over 70% of questionnaire respondents indicated they strongly agreed or agreed to the statements about the design of Union LRT Station.

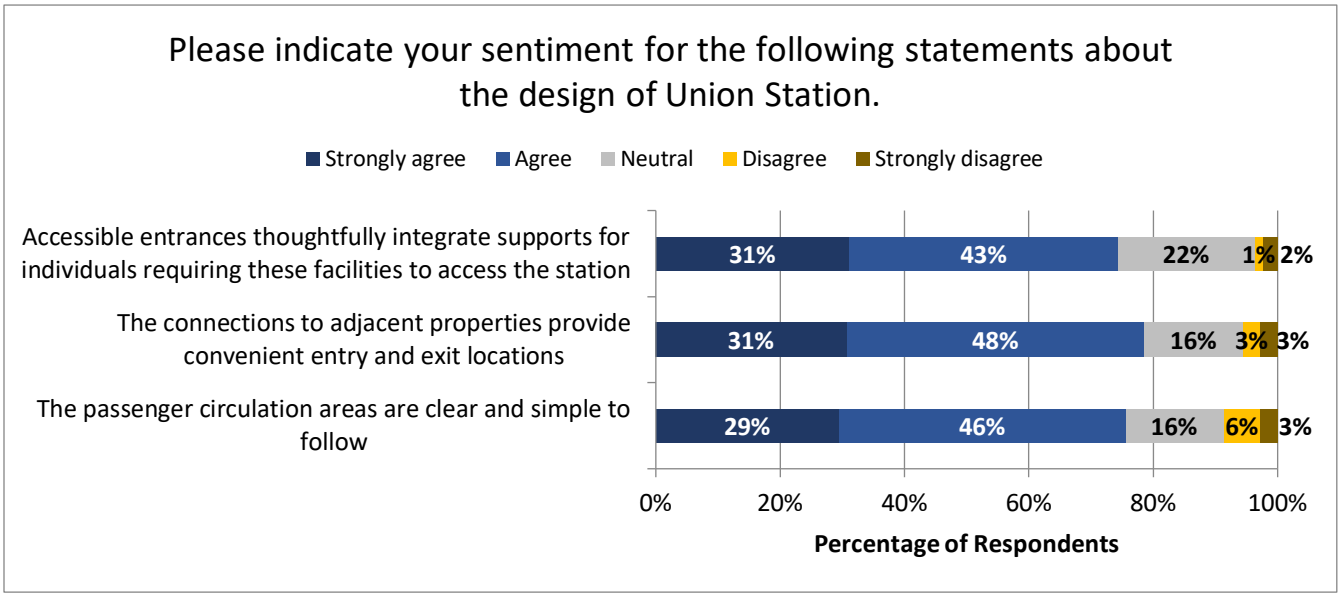


Figure 2. Participant sentiments towards the emerging design of Union LRT Station [217 respondents].

Overall, most participants were supportive of the current representation of the station design, offering additional feedback to refine these designs as design work continues to move forward:

- Continue to explore opportunities to provide convenient and accessible transfers to destinations at this station (Scotiabank Arena, CIBC Square, and Union Station).
- Explore opportunities to facilitate passenger flow through the station by widening pinch-points and designing flow around pillars between the streetcar and subways. Additional entrances and exits, and direction-specific pathways should be considered.

2.1.2 *Design of Queens Quay-Ferry Docks LRT Station*

The project team presented an updated design for the LRT station at Queens Quay-Ferry Docks. The team sought feedback on design elements of the station as they are currently represented relating to accessibility, connections to adjacent properties, and passenger circulation (Figure 3). Over 70% of questionnaire respondents indicated they strongly agreed or agreed to each of the four statements about the design of at Queens Quay-Ferry Dock LRT Station.

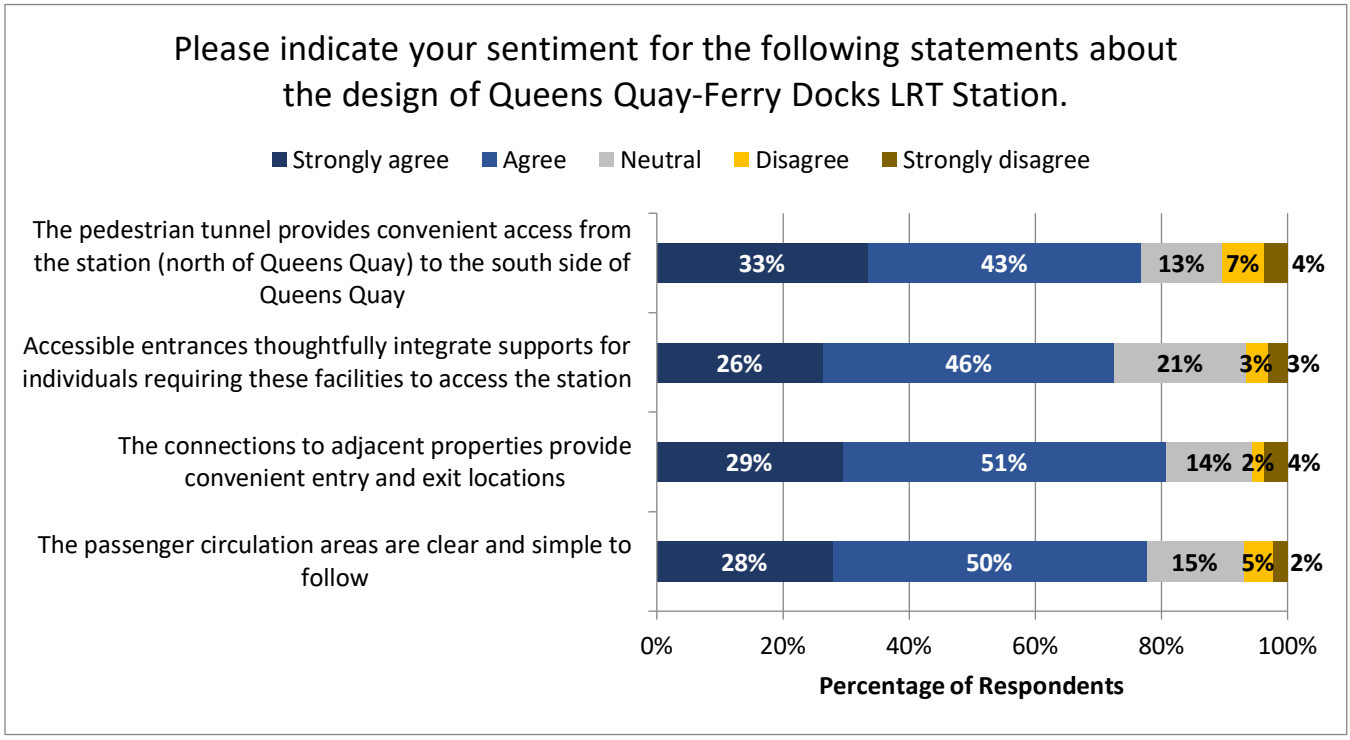


Figure 3 Participant sentiments towards the emerging design of the Queens Quay-Ferry Docks LRT Station [215 respondents].

Overall, most participants were supportive of the current representation of the station design, offering additional feedback to refine these designs as design work continues to move forward:

- Explore the use of a ramp and/or escalators to provide additional peak demand capacity.
- Increase the size of the elevators to accommodate mobility devices, strollers, wagons, and other items like picnic gear.
- As a condition of future redevelopment near the station, require redevelopment to provide integrated accessible entrances to complement the planned access points.
- Explore the use of non-slip materials on stairs and floors to mitigate potential safety issues posed by moisture in the station.
- Provide climate control in the tunnel to make it more appealing to use
- Ensure that the station is kept safe and clean.

- Make the design of the station memorable. Reduce the use of concrete in the design and modernize the design of the tiles. The use of wood is encouraged, and the wave ceiling is appreciated. Include art, images, or other design motifs that reference the ferries, Toronto Island, and the waterfront in general.
- Additional design considerations should be made to make the crossing experience at the intersection of Bay Street and Queens Quay safer and more convenient for pedestrians.

2.1.3 Additional considerations applying to both stations

- Ensure that tunnels and platforms are easy to find, architecturally interesting, and colourful. Consider the use of dynamic signage to help convey information to riders.
- Continue to apply an accessibility lens to the design of all aspects of the station to ensure that those with mobility needs (e.g. wheelchairs, baby carriages) can still maneuver the station when elevators are out of order.
- Concerns about crowding at peak periods and the ability of platforms, connector tunnels, and elevators to accommodate peak demand.
- Continue to explore ways to connect the stations through to the PATH network and adjacent properties.
- Consider safety features such as platform doors separating the platform from the track.

2.1.4 Additional design elements that should be prioritized through the rebuild of Bay Street

As work is completed on the reconstruction of the Union Station and Queens Quay-Ferry Docks LRT Stations, there will be the opportunity to reconstruct Bay Street, Queens Quay and Front Street. Participants were asked to provide feedback on which design elements were most important to them (Figure 4) to help inform the design team's emerging plans for Bay Street, to be presented at a future virtual community consultation. Overall, participants ranked wider sidewalks and enhanced public realm, trees and plantings, and dedicated and protected bicycle infrastructure as the top three design elements to consider in the reconstruction of Bay Street.

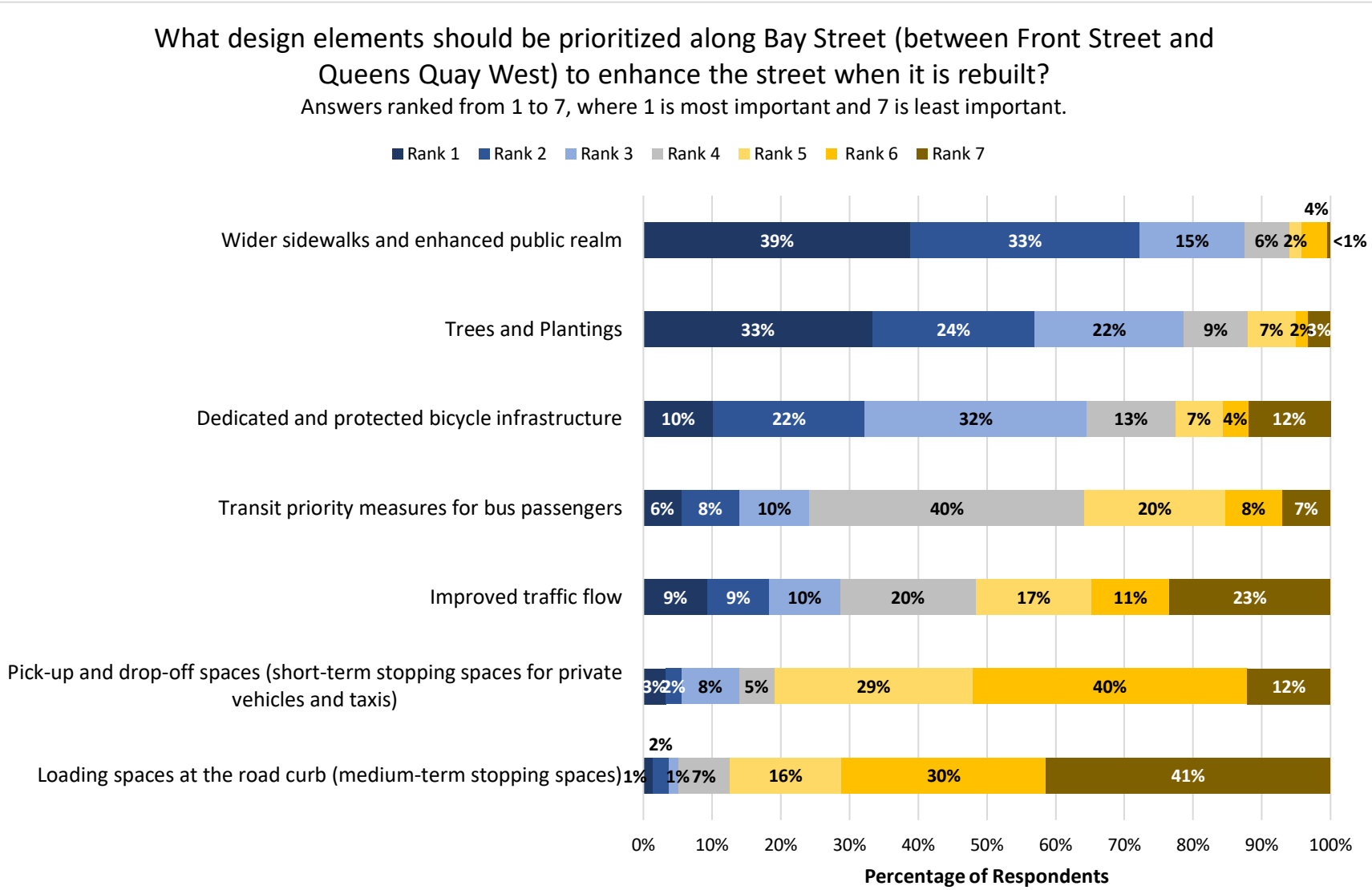


Figure 4. Design elements to prioritize in the reconstruction of Bay Street [220 respondents]

Participants also provided additional comments to support their rankings of the design elements to consider for the reconstruction of Bay Street:

- Provide additional safe pedestrian crossings, and consider opportunities for pedestrian priority zones between Queens Quay and Harbour Street.
- Improve cycling infrastructure using separate bike lanes, dedicated signals, and Bike Share stations.
- Ensure accessibility for mobility devices throughout and consider those with limited mobility. Include drop-off and pick-up areas for accessible transportation.
    - Drop-off locations can serve an important purpose for individuals with reduced mobility including disabled individuals, and people with strollers or wagons of picnic items.
- Ensure the street design provides shelter in all seasons, particularly in seating areas.
- Consider planting native species and pollinator friendly species. Where possible use medians and green buffers to absorb rainwater.
- Ensure there is good, clear wayfinding. Explore the use of digital maps including bikeable destinations within 2km.
- Preserve existing views like maintaining a clear connection to the waterfront and the northbound view towards Old City Hall tower.
- Widen the sidewalk along Bay Street to provide more space for pedestrians and opportunities to animate the street with public art, patios and events.
- Use the signature Waterfront Toronto streetlights and natural materials in the design.
- Consider opportunities for Indigenous placekeeping through design elements in collaboration with Indigenous artists.
- Where possible, disguise or hide linear infrastructure such as utilities and the Gardiner Expressway.

2.2 Area 2A (Surface works from the Portal west of Yonge Street to east of Parliament St.)

2.2.1 Design of the Portal Canopy

The project team introduced a new design element - portal canopy designs for the new portal (between Bay Street and Yonge Street) and the existing portal west of Bay Street. Participants were asked for their feedback on the canopy design's contribution to the public realm and role in creating an iconic and recognizable gateway to the waterfront (Figure 5). Over 70% of participants were supportive of both statements regarding the portal canopy concept.

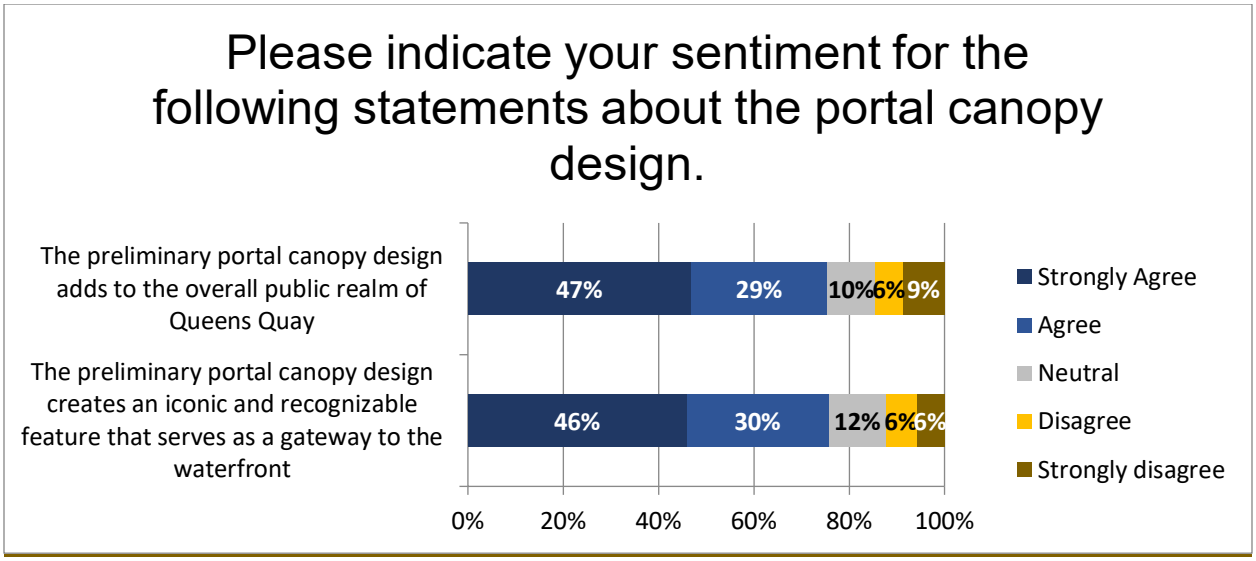


Figure 5. Participant feedback on the portal canopy design [223 respondents].

Participants provided additional feedback on the design of the portal canopies:

- The design of the canopies should discourage cars and pedestrians from entering the portals. Explore the use preventative design features that discourage cars from entering such as an automated camera system that identifies vehicles and activates warning signals, textured pavement, or automated bollards as a warning to motorists that may attempt to enter the tunnel. Avoid cluttering the space with signage telling drivers where not to go, and make it intuitive that the portal is for streetcars only.
- Consider how the east and west portal designs relate to their context, e.g. consider drawing inspiration from the WaveDecks or the new bridges being installed in the Port Lands. This portal design language could be continued at the streetcar stops along Queens Quay to tie them all together.
- Explore opportunities to add colour to the structure materials or by projecting colour lights on to the structure Taking cues from the waterfront, the Fresnel lens of a lighthouse could be an interesting design to explore. Ensure lighting will pose minimal disruption to people living nearby.
- Ensure that the structure has a low maintenance design including durable, easy to clean materials.
- Consider an alternative portal design utilizing sustainable, low-carbon, natural building materials, like laminated timber. The canopy could be used as a trellis for greenery.
- Consider opportunities to incorporate Indigenous design and placekeeping into the design of the portals in collaboration with Indigenous artists.
- Concern that the portal will obstruct views of the water. Ensure the focus of the waterfront remains on views and access to the water's edge.
- The portal should be designed with acoustics in mind to minimize the sound of streetcars entering and exiting the portals.
- Consider opportunities to make the canopies waterproof and sunproof.

- Some comments were received suggesting the project team revisit the location of the portal, placing it east of Yonge Street.

2.2.2 Design of the Yonge Street Slip

The project team provided an update on the design of the Yonge Street Slip and asked for feedback on the revised design of the partial slip fill in response to feedback received during the first round of consultation (Figure 6). Over 70% of participants were supportive of each of the four statements regarding the revised design of the Yonge Street Slip.

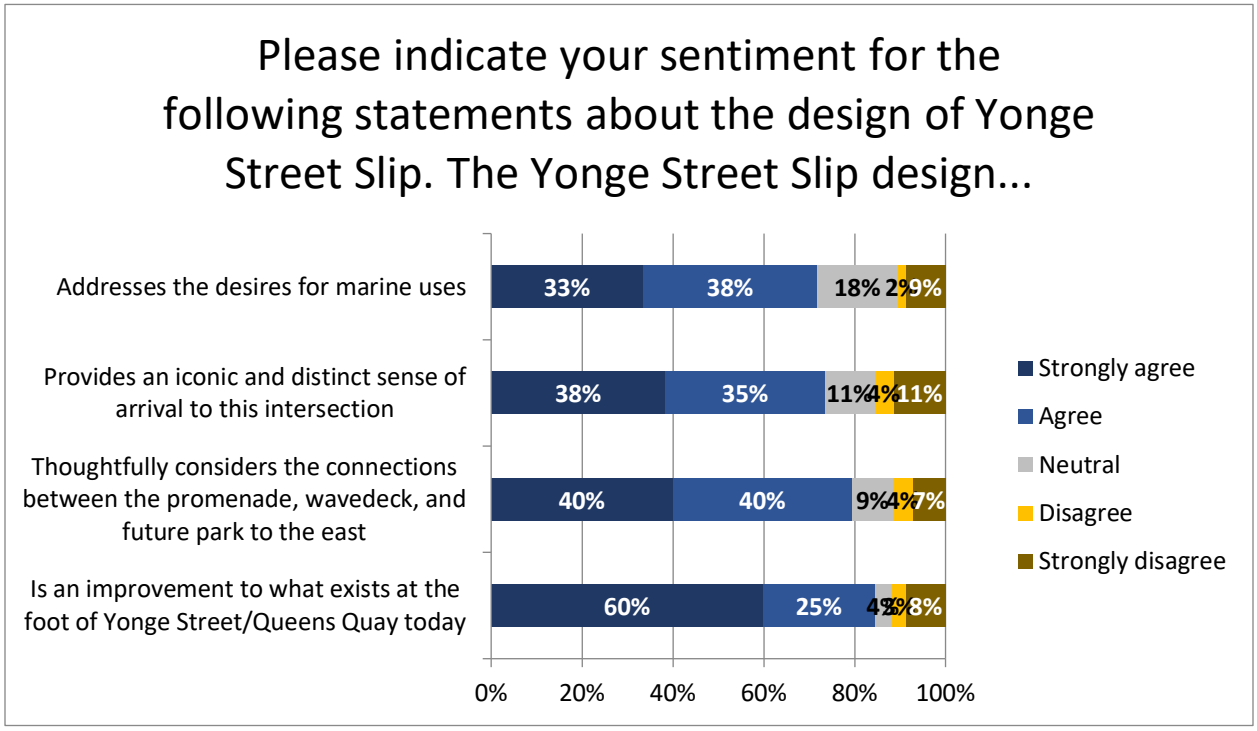


Figure 6. Participant feedback on the revised design of the Yonge Street Slip [213 respondents].

Overall, many participants agreed that the revised design of the Yonge Street Slip addresses many of the concerns identified in the first round of consultation. Participants provided additional feedback for the project team to consider as the design is revised further:

- Ensure the space is as accessible as possible. The existing WaveDecks on Queens Quay West pose accessibility challenges and are less useable when blocked off in the winter.
- Provide opportunities for permanent and/or pop-up retail and restaurant space to animate the slip.
- Consider opportunities for unique seating that allows for gathering and lounging.
- Design features such as public washrooms, play areas, water features, exercise equipment, art, and bike parking were frequently referenced.
- Some elements of the park or slip entrance should recognize this location as the start of Yonge Street; an iconic piece of our history. Include a sign with distances to various

destinations along the waterfront, and a plaque or interactive display celebrating Yonge Street as the "longest street". This signage concept could be extended to other slips, including a historical statement about the area, a photo montage of the historic use of the original slip.

- Some participants indicated the Canadian Shield design elements do not make contextual sense, consider more local design inspirations from things like the moraine, the bluffs, rouge park, etc.
- If the WaveDeck provides habitat for marine life below, highlight this information for visitors.
- Concerns were raised about the cost and environmental impact of the partial slip fill, some other participants suggested filling in more of the slip to provide more public space.
- Consider lowering the seawall on the east side of the slip to add additional space for marine access and more water taxis. A few participants noted that waves from water taxis and the hard sea walls can produce chop that is unsafe for novice paddlers – if motorized and non-motorized watercraft are sharing this slip, it should be clearly defined where each can go and wake should be minimized.
- Preserve views of the water from the slip. The height of trees should not block the view of the water from the lower floors of the nearby buildings.
- Explore opportunities to construct the park east of the slip simultaneously with the Yonge Street Slip to integrate the design fully.
- Concerns were identified about vehicle-pedestrian conflicts in the new driveway for the ferry and hotel. Consider roadway elements that provide increased protection and priority for pedestrians to increase safety.
- Concerns about who benefits most from the Yonge Street Slip – the Westin or visitors to the waterfront.
- Concerns related to traffic congestion in the area and how worsening traffic could impact building access and pedestrian safety.

2.3 Area 2B (Queens Quay East Extension and Cherry Street)

2.3.1 Queens Quay East Extension Cross Section

The project team presented a conceptual cross-section of the extension of Queens Quay East beyond Parliament Street to Cherry Street and asked for feedback on the design (Figure 7). Over 80% of participants were supportive of both statements regarding the design elements included in the cross-section of the Queens Quay Extension.

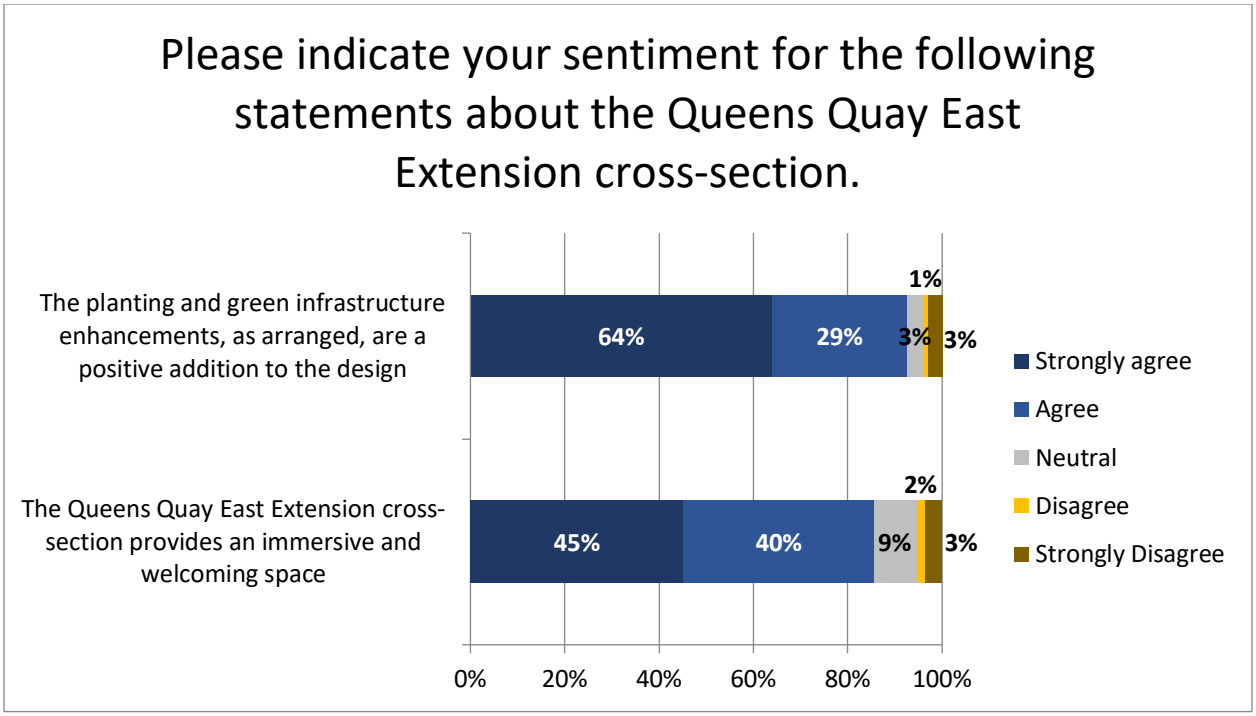


Figure 7. Participant feedback on cross-section of the Queens Quay East extension [203 respondents].

Participants were broadly supportive of the design of the cross-section, offering additional feedback for the project team to consider as the design is revised:

- Limiting vehicle speeds to 30km/h on Queens Quay was suggested. Consider using textured pavement to keep cars moving slowly.
- Participants were supportive of widening, slightly raising, and defining the Martin Goodman Trail from its surroundings to increase safety. Physical and visual separation of the trail from the promenade was identified as an important feature to mitigate conflicts between trail users and activities on the promenade.
- Provide opportunities for cafes, patios, a variety of seating options, and safe bike locking locations.
- Participants were supportive of the planting strategy including trees, other plants, and rain gardens. Ensure that plantings like trees have sufficient space, soil, permeability of surfaces, and budget for long term maintenance and care.
- Participants suggested the use of alternatives to concrete for the streetcar right-of-way such as rocks or grass.
- Participants were supportive of Waterfront Toronto's signature streetlights.
- Some participants noted that the cobblestones on the promenade make using a mobility device challenging.
- Concern that maintaining a pinch point in the Martin Goodman Trail may pose safety risks through the section near Redpath.
- Consider the planting of more trees near Redpath to beautify this section of the waterfront.

- Limit the number of on-street parking spaces and loading zones as much as possible.
- Adding decorations will confine existing space and increase congestion and frequency of pedestrian collisions.
- Increase and improve cycling infrastructure with more bike lock stations along the path and more lighting. Consider placing the crossing request button closer to the cycling path.

2.3.2 Heritage Rail Tower at Cherry Street

To connect the LRT to the existing transit right-of-way on Cherry Street, an LRT underpass will need to be created. Four options for this underpass were presented at the virtual community consultation, two of which would require moving an existing heritage railway tower from its current location to another nearby location (to be determined if the decision is taken to move the structure). Participants were asked for their feedback on whether to move the heritage railway tower (Figure 8). Two-thirds (66%) of participants indicated they would prefer that the tower remain in its current location.

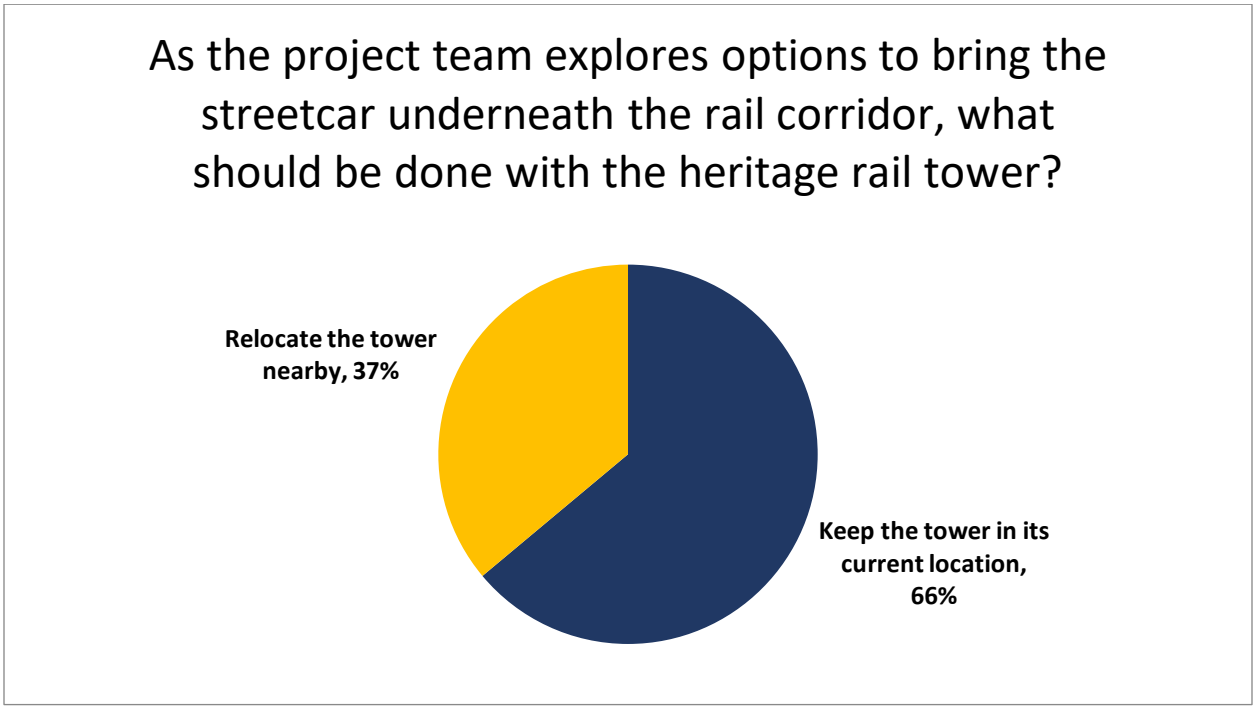


Figure 8. Participant feedback on whether to move the heritage railway tower to accommodate the streetcar underpass at Cherry Street [187 respondents].

Participants were asked to provide feedback and ideas on potential future uses of the heritage railway tower and programming in any new areas created as public space through the construction of the streetcar underpass at Cherry Street:

- Some participants identified that construction cost and speed of implementation are their key concerns with whichever design is chosen – both should be minimized to the greatest degree possible.
- Participants suggested adaptive uses of the structure including:
    - Public washrooms
    - Observation deck
    - Sheltered waiting area
    - Café
    - Information or tourism office
    - Arts and cultural space
    - Railway history gallery
- Participants suggested potential activities and programming for the public space along Cherry Street near the Heritage Railway Tower including:
    - Public square – look at international examples of how public squares with surface transit are defined to delineate spaces for transit and square users safely.
    - Playground.
- Explore opportunities to protect pedestrians and transit riders through refinements to the road design.
- Retain trees in the Distillery Loop as much as possible.
- Where possible, look at minimizing streetcar noise caused by sharp turns.
- The underpass should be made more inviting to those travelling between the Distillery District and the Port Lands – consider improvements to lighting and the addition of murals to the space that mark this underpass as a gateway to the waterfront.
- A few participants identified that the loop at Distillery should be retained for TTC operations (such as short turns).

2.4 Project Phasing and Implementation

2.4.1 Feedback on the proposal for Phase 1

Participants were asked to provide feedback on the proposed Phase 1 implementation of the Waterfront East LRT extension which would take the LRT from Union Station to a new loop at Polson Street in the Port Lands:

- Consider connections to destinations such as the Ontario Line, the 504A, Tommy Thompson Park, Cherry Beach, the Port Lands, Polson Loop, Villiers Island, Leslie Barns, and major north-south streets.
- If possible, efforts to accelerate the implementation of the extension before 2031 should be pursued.

- Ensure that the Port Lands are a transit first precinct with features like transit priority traffic signals, making transit a viable and desirable option to driving.
- Some participants advocated for the completion of the Polson Loop and the Distillery Loop at the same time to achieve greater connectivity to the Port Lands. Participants identified the concern that by only building the connection to the Port Lands in Phase 1, the Distillery connection will not happen.
- Consider opportunities for additional loops and connections to other tracks to allow streetcars to short turn.

2.5 Transit Project Assessment Process (TPAP) Update

Participants were asked if they had any questions or comments on updates to the TPAP however no feedback was received on this topic specifically. Additional information on the TPAP will be shared with the public at a future virtual community consultation.

3 How We Engaged

3.1 Communication Methods

The project team utilized a variety of print and digital communication methods to inform individuals about the Virtual Community Consultation and online survey. An overview of the communication methods and their reach is included in **Table 1**.

3.1.1 Project Webpage

The City of Toronto's website acted as the primary communications portal to inform the public about the Waterfront East LRT Extension Virtual Community Consultation. A landing page, http://toronto.ca/waterfronttransit, hosted all information regarding the project, including general information, project updates, links to pre-recorded presentation videos, presentation files, a link to the discussion guide, online questionnaire, and an option to subscribe for project-related updates.

3.1.2 Mailout

A print mailout promoting the project and Virtual Community Consultation was sent to 40,963 households two weeks before the meeting, in an area bounded by Spadina Avenue to the west, King Street to the north, the Don River to the east, and Lake Ontario to the south.

3.1.3 E-Newsletters and Mailing Lists

3.1.3.1 City of Toronto Project Mailing List

Individuals who signed up to receive email updates through the project website were emailed on June 7, 18 and 24th with reminders about the Virtual Community Consultation and online questionnaire. The project mailing list emails were sent to 1,136 people.

3.1.3.2 Waterfront Toronto Newsletter

A notice advertising the Virtual Community Consultation was included in Waterfront Toronto's May/June 2021 monthly newsletter. Waterfront Toronto's monthly newsletter has 7,769 subscribers.

3.1.3.3 Councillor Joe Cressy's Newsletter

A notice advertising the virtual community consultation was included in the two preceding newsletters sent by the Councillor's office to their newsletter mailing list. Approximately 6,300 people receive Councillor Cressy's newsletters.

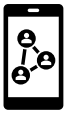
3.1.3.4 Event Mailing List

Three (3) emails were sent to all registrants of the Virtual Community Consultation to remind them about the upcoming meeting and the online questionnaire.

3.1.4 Social Media

The City of Toronto and Waterfront Toronto used their Facebook and Twitter accounts to promote the Virtual Community Consultation and online questionnaire from June 7, 2021 to July 11, 2021. LURA Consulting retweeted Waterfront Toronto tweets throughout the promotional period.

Table 1. Communication Methods, Summarized

Outreach Method	Outreach Activities	Recipients and Views
Project Webpage 	A dedicated webpage was developed within the City of Toronto's website to act as an integrated platform for all project-related information. Through the webpage, interested people could also subscribe to receive updates and access information about the project.	**Views** 2,958
Mailouts 	A flyer advertising the online meeting and website was delivered to addresses bounded by Spadina Avenue to the west, King Street to the north, the Don River to the east, and Lake Ontario to the south.	**Recipients** 40,963 households
Mailing Lists and Newsletters 	The virtual community consultation notice and information was included in newsletters and mailing lists (including the Eventbrite public meeting registration email list) from the City of Toronto, Waterfront Toronto, and Councillor Joe Cressy's office in May and June 2021.	**Recipients** 8,979
Social Media 	The virtual community meeting and online survey were promoted through the City of Toronto and Waterfront Toronto's Twitter and Facebook accounts with additional outreach support from the TTC's and consultant team's accounts.	**Engagements**[1] 6,349
Total Outreach		**Over 59,000**

3.2 Engagement Methods

The project team engaged with members of the public through two primary tactics to provide information about the Waterfront East LRT Extension, answer questions, and gather feedback on the materials presented. An overview of the engagement methods and their reach is included in **Table 2**.

[1] Social media engagements include all retweets, comments, likes, shares, and link clicks on both Twitter and Facebook platforms.

3.2.1 Virtual Community Consultation

A virtual community consultation was held using Zoom Webinar on Monday, June 21, 2021 from 7:00 p.m. to 9:00 p.m. The event included a 45-minute overview presentation providing a project update on the full extent of the project. Following the presentation, there was a 60-minute Question and Answer period. Participants posed their questions through the Q&A or were asked to indicate they would like to be unmuted to ask a question. Questions were answered by members of the project team.

The meeting recording and presentation slides were made available online following the meeting for review on the City's project webpage. Resources can be accessed through the following links:

- Access the virtual meeting recording.
- Access the virtual meeting presentation.

3.2.2 Online Questionnaire

An online questionnaire was made available on the City's project webpage from June 21, 2021 to July 11, 2021. The online questionnaire asked for feedback on the content of the meeting presentation from the Virtual Community Consultation. **Appendix C** includes the demographics of participants who replied to the questionnaire.

3.2.3 Email

Individuals could email questions and comments to the project team through the online registration page for the Virtual Community Consultation or using the project email (WaterfrontTransit@toronto.ca). Questions submitted by email were responded to directly by members of the project team and recorded for inclusion in the TPAP EPR.

The project email will be live throughout the consultation process to receive questions and comments, and provide responses to community inquiries.

Table 2. Engagement Methods Summarized

Engagement Method	Engagement Activities	Engagement Reach
Virtual Community Consultation 	A Virtual Community Consultation was held on June 21, 2021 to provide an update on the Waterfront East LRT Extension scope of work, and gather and answer questions from members of the public. The Virtual Community Consultation (AODA compliant) meeting recording was posted online following the meeting for individuals to view at their convenience.	**Engaged** 254 **Meeting Recording Views** 180
Online Questionnaire 	An online questionnaire was developed to gather detailed feedback on the materials presented.	**Engaged** 235
Email 	Emails including feedback and questions were received through the project email (WaterfrontTransit@toronto.ca) and will be active throughout the entire project to receive questions and feedback from the public.	**Engaged** 10
Total Engaged		**499**

4 Next Steps

The project team will review the feedback provided through this meeting as they continue technical work on the Portal Location Study, Network Phasing Study, Transit Priority Assessment Process (TPAP), Design of Union Station and Queens Quay-Ferry Docks Stations, and the Queens Quay East Street Design. Future consultation and engagement on the Waterfront East LRT Extension will take place in the Fall of 2021.