



eglintonTODay Complete Street Project

Public Consultation Report Round 2
April 2023



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Executive Summary

The EglintonTODay Complete Street project is an interim project that will achieve elements of the Eglinton Connects vision. The project proposes to implement complete street features, including bikeways and public realm upgrades on Eglinton Avenue between Keele Street and Mount Pleasant Road by reassigning the existing road space to accommodate vehicular traffic, parking, bikeways, seasonal patio extensions, art installations and other neighbourhood and cultural events.

The first round of public and stakeholder consultation began in spring 2022 to introduce the project and understand the different needs of the community, businesses, and travelling public. The second round of consultation was conducted in February-March 2023. This included a virtual group stakeholder meeting on February 2, 2023, two public drop-in events on February 21 and on February 25, 2023, and an online survey open from February 7 to March 7, 2023. Individual stakeholder meetings were also held between November 2022 and March 2023 including Business Improvement Areas (BIA) and resident and community groups site walks during fall 2022.

Communications included a project website, targeted emails to project stakeholders (local resident associations, schools, public libraries, business improvement areas BIA's and other organizations), over 72,000 flyers distributed throughout the project area in advance of the public drop-in events. Approximately 2,700 responses were received through the public online survey that was open from February 7 to March 7, 2023.

Overall, the second round of public feedback identified a contrast between residents who were highly supportive of a complete streets approach and the addition of cycling and safety improvements and residents who are very concerned about the proposed changes. For residents concerned about the changes, the primary concerns were access to the Allen Road Interchange and worry about traffic congestion that could result from a reduction in travel lanes, as well as concerns about an overall reduction in parking/loading space. Residents were largely supportive of parkette improvements and streetscaping enhancements along the corridor.

Stakeholder Meeting 2

Overall, the importance of parking and delivery operations to support local businesses were emphasized along with ongoing concerns about neighbourhood traffic infiltration associated with congestion from ongoing construction and access to / from the Allen Expressway. Support was expressed for physical barriers to support people cycling and improved design of intersections.

Individual Stakeholder Meetings

Individual stakeholders, including businesses and residents, highlighted the importance of parking, loading and customer access and convenience. Concerns were raised about traffic congestion, lack of awareness about the ultimate Allen Road interchange design, pedestrian safety and crossings. There were requests from stakeholders for CaféTO, parkettes, and streetscape improvements. Stakeholders also requested regular project updates and more information on neighbourhood cycling connections.

Stakeholder Site Walks

Common feedback received included a desire to promote a vibrant street through parkettes and murals among other elements, concerns from businesses about a potential loss of parking, as well as concerns that the proposed travel lane reductions could result in continued traffic congestion and infiltration on local streets.

Public Drop-In Events and Online Survey #2

Strong opinions and concerns were shared both in support of and in opposition to the proposed changes. The following comments and concerns were most often received through feedback provided on the roll plans, discussions with staff, and from the online survey:

- Supportive of physically separated bike lanes
- Preference for parking protected bike lanes
- Suggestions to install raised bus platforms for cycling and bus boarding safety and accessibility
- Requests to connect Eglinton with nearby cycling facilities including, Beltline Trail, Vaughan Road, Marlee, Cedarvale Ravine Trail
- Requests for turn restrictions to reduce traffic infiltration through neighbourhoods
- Support for parkette improvements at various locations
- Concerns about traffic flow and taking space from cars
- Significant concerns related to congestion, safety and neighbourhood infiltration around the Allen Road interchange
- Concerns for businesses due to changes to on-street parking
- Opposition to maintaining on-street parking
- Opposition to bike lanes
- Concerns with the performance and maintenance of bike lanes in winter

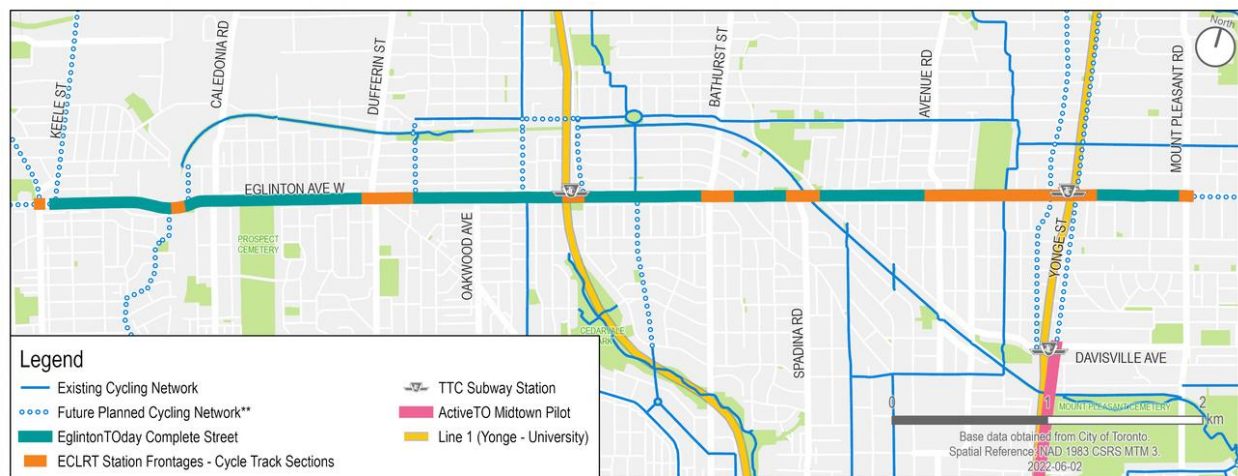
Next Steps

The project team will continue to review all comments received on the preliminary design drawings in order to inform updates to the design. A forthcoming design update will be provided via the project website to report back on changes incorporated into the project. The revised project design will be presented to Infrastructure & Environment Committee, and would be subject to Council approval to proceed to implementation.

Project Overview

The City of Toronto is working to make travel on Eglinton Avenue safer, more inviting, and attractive for everyone. In 2014, City Council approved the [Eglinton Connects Planning Study](#) which articulated the long-term vision for Eglinton Avenue following the introduction of the Eglinton Crosstown LRT. Eglinton Connects envisioned a Complete Street and was based on three integrated themes of Travelling Eglinton, Greening Eglinton and Building Eglinton.

The eglintonTOday Complete Street project is an interim project that will achieve elements of the Eglinton Connects vision. The project proposes to implement complete street features, including bikeways and public realm upgrades on Eglinton Avenue between Keele Street and Mount Pleasant Road (**Figure 1**), by reassigning the existing road space to accommodate vehicular traffic, parking, bikeways, seasonal patio extensions, art installations and other neighbourhood and cultural events.



**Implementation of projects is subject to public consultation, Council approval, feasibility of route alignment and detailed design, and capital infrastructure coordination.

Figure 1: The project area is Eglinton Avenue between Keele Street and Mount Pleasant Road.

The first round of public and stakeholder consultation was held in spring 2022 to introduce the project and understand the different needs of the community, businesses, and travelling public.

This report summarizes the second round of public and stakeholder consultation activities from February-March 2023. This included a virtual group stakeholder meeting on February 2, 2023, two public drop-in events on February 21 and on February 25, 2023, and an online survey open from February 7 to March 7, 2023. Individual stakeholder meetings were held between November 2022 and March 2023. Local organizations including Business Improvement Areas (BIA) and resident and community groups were invited to attend site walks during fall 2022.

Engagement Overview

Communication Activities

A variety of methods were used to notify people of the project and opportunities to participate:

- Project website toronto.ca/eglintonTOday
- Canada Post direct mail (73,056 addresses)
- Email to project email list (over 500 contacts)
- Email to stakeholder list including resident associations, community groups, organizations, institutions and elected officials (over 50 contacts)
- Social media posts

	Impressions # of times ad is shown	Reach # of people who saw the ad	Clicks # of clicks on the ad	Post reactions	Post Comments
Facebook	1,058,812	200,236	10,116	1951	984
Twitter	700,024	233,110	17,827	n/a	237 (replies)

Consultation Activities

The public and stakeholders were invited to comment on the project and provide feedback through the following activities:

Activity	Date	Participation
Existing Conditions Intercept Survey Study	September 2022	685 responses using randomized methodology of people on Eglinton Avenue
Virtual Group Stakeholder Meeting #2	February 2, 2023	32 attendees from 24 organizations (30+ organizations invited)
Public drop-in events	February 21, 2023 and February 25, 2023	~200 attendees for both events
Online Survey	February 7, 2023 – March 7, 2023	~2,700 responses
Loading and Delivery Survey	October 14, 2022 - October 30, 2022	149 responses
Email/Phone	Following round 1 consultation report, August 1 2022 – March 7 2023	104 comments via email and 12 phone calls received

Project Web Page	February 7, 2023 update	Over 29,629 views (between August, 2022, and March 7, 2023)
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Feedback Summary

Existing Conditions Intercept Survey Study

An intercept survey gathered on-site community feedback to understand people's perspectives on the existing conditions along Eglinton Avenue to inform the complete street design. The City contracted the [Centre for Active Transportation](#) to conduct the surveys, with peer review by transportation academics, to gain insights from a broad and representative cross section of people using Eglinton Avenue. From September 24-29th 2022, a team of experts and paid urban planning and civil engineering student volunteers conducted a total of 685 surveys equally across five segments of Eglinton Avenue from Keele Street to Mount Pleasant Road.

Of the survey participants, 44% of people arrived by foot, 34% by transit, 19% by car, and 2% by bike. Findings show that reliance on transit is higher for lower income and racialized respondents, highlighting the importance of transit as an equity issue. Although only 2% of respondents arrived by bike, 47% of all respondents reported that with the upcoming LRT and complete street improvements they anticipate changing the mode of transportation they use to get to Eglinton Avenue. Of these, 41% anticipate that they would switch to transit and 38% anticipated a switch to cycling. You can read the [full report here](#).

Virtual Group Stakeholder Meeting 2

The second virtual group stakeholder meeting was held on February 2, 2023. The purpose of the meeting was to receive feedback on the draft design plans. Over 30 stakeholder organizations were invited and there were 32 people in attendance with representatives from 24 organizations. Overall, the importance of parking and delivery operations to support local businesses were emphasized along with ongoing concerns about neighbourhood traffic infiltration associated with ongoing construction and access to / from the Allen Expressway. Support was also expressed for physical barriers to support people cycling and improved design of intersections. The questions and comments received through this meeting are summarized in the detailed Feedback Summary on the project website, under the Consultation tab: toronto.ca/eglintonTOday

Individual Stakeholder Meetings

A number of one-on-one meetings were facilitated so that staff could understand concerns and questions and, in some cases, continue important conversations from round one.

Organization	Date	Key Topics Discussed	Actions / Response
Black Business & Professional Association (BBPA)	November 17, 2022	<ul style="list-style-type: none"> - Need for parking access and convenience for customers driving from outside areas - Opposition and request for rationale for implementing bike lanes on major street - Understanding business delivery operations and how parking or loading will be accommodated adjacent to the cycle track - Concerns that motor vehicle traffic congestion will increase with bike lanes - Inquiry about CaféTO and parkettes opportunities - Request for comprehensive and continuous consultation with timelines 	<ul style="list-style-type: none"> -Over the entire corridor, the complete street design maintains 90% of on-street parking spaces -Loading and delivery survey collected detailed needs from 183 businesses -CaféTO can be accommodated and the City is working with BIAs to design public spaces and refine the design through ongoing consultation
Mount Pleasant BIA AGM	November 28, 2022	<ul style="list-style-type: none"> - Concerns about pedestrian safety - Inquiry whether streetscape improvements discussed with Metrolinx and City of Toronto around the Mount Pleasant LRT station have been considered - Note that public realm and capital design feedback was provided by the BIA to the City Planning Division for consideration 	<ul style="list-style-type: none"> -The complete street design of the street prioritizes pedestrian safety -Metrolinx is providing a high quality streetscape around the station frontage -sidewalk repairs and repaving are part of the installation and capital design improvements will happen incrementally with new developments
Westover Hill Road Residents	December 16, 2022	<ul style="list-style-type: none"> - Concern about lack of consultation since June 2022, and request for 	<ul style="list-style-type: none"> -This consultation summary and project updates

Organization	Date	Key Topics Discussed	Actions / Response
		<p>City to provide regular project updates</p> <ul style="list-style-type: none"> - Lack of awareness about the ultimate Allen Road interchange design and flow of traffic - Concern that prior to the LRT construction, Westover Hill Road was quiet but is now dysfunctional from construction leading to dangerous incidents on the street - Concern that bike lanes will continue to cause traffic infiltration and unsafe conditions in the neighbourhood - Request for traffic analysis to be completed on Westover Hill Road as it is a one-way street that functions as a ramp to Allen Road - Concern about using the 2014 Eglinton Connects Planning Study for current conditions 	<p>are posted on the project website and emailed to subscribers</p> <p>-An illustration of the Allen Road interchange design featuring to turning lanes from each direction entering Allen Road can be found in Appendix A below</p> <p>-Many neighbourhood streets have experienced traffic infiltration during construction. The complete street design intends to mitigate these using thorough traffic analysis (explained in Appendix A). Ongoing monitoring at key locations that have been experiencing issues will permit the City to make adjustments where necessary</p>
Cedarvale Upper Village Community Association (CUVCA)	January 23, 2023	<ul style="list-style-type: none"> - Concern about using 2012 pre-construction volumes as baseline for traffic counts and data - Worry that two travel lanes in each direction with parking in off peak hours will result in gridlock - Question about what informed design for Allen Rd. area and rationale for 	<p>-2012 traffic counts are the most conservative pre-construction, pre-pandemic numbers from which to build projections for how Eglinton post-construction. See Appendix A for a full explanation of the Traffic Analysis</p>

Organization	Date	Key Topics Discussed	Actions / Response
		surface pedestrian crossings - Request for Rostrevor Road to become two-way directional instead of one-way - Suggestion for City to frame options in more detail with a pros/cons list in order for residents to understand benefits and connections to cycling network.	and illustration of the Allen Road interchange. -Designs continue to be revised with consideration of stakeholder input.
The Eglinton Way BIA	January 30, 2023	- Primary concerns for businesses is parking and accessibility - Request for City to confirm parking locations to manage businesses needs - Request to provide clarity on meaning of “quick build” improvements - Request for lane width to be shown on roll plans in order to understand bike lane requirements and number of travel lanes as well as the extra space needed for safety reasons (Vision Zero). - Inquiries about snow removal and what is the snow clearing budget for eglintonTOday project	-The eglintonTOday project team continues to work with BIAs directly to address local parking and loading matters. -"Quick build" materials include the installation of line markings, pre-cast curbs, bollards and planters as opposed to more time-consuming, expensive and invasive construction methods. -Snow clearing is part of the maintenance plan for complete street
Eglinton Hill BIA	March 6, 2023	- Concern that businesses on the south side of Eglinton do not have adequate back alley access - Parking is required to support businesses, particularly between	-The eglintonTOday project team has already adjusted the design to provide more adequate on-street parking opportunities for

Organization	Date	Key Topics Discussed	Actions / Response
		Keele Street and Scott Road - Concern that not enough use of bikes compared to vehicular traffic - Concern that turn restrictions are not obeyed - Inquiry on traffic analysis completed by City - Inquiry on what streetscape improvements are being considered for Eglinton Avenue - Question whether buses and Wheel-Trans will conflict with bike lane locations	the Eglinton Hill BIA. -The project team is working with the BIAs regarding public realm work -Traffic Analysis explained in Appendix A -Bus and Wheel-Trans operations are addressed through designated raised platforms, with a cyclist 'yield to pedestrians' requirement and dedicated bus-bike lanes where required

Stakeholder Site Walks

Local organizations including Business Improvement Areas (BIA) and resident and community groups were invited to attend site walks during fall 2022 to provide feedback on proposed changes. Common feedback received included a desire to promote a vibrant street through parkettes and murals among other elements, concerns from businesses about a potential loss of parking as well as concerns about travel lane reductions resulting in continued traffic congestion and infiltration on local streets.

A detailed feedback summary can be reviewed on the project website under the consultation tab: toronto.ca/eglintonTOday

Public Drop-In Events

The City hosted two public drop-in events on Tuesday, February 21, 2023 from 6:30 p.m. to 8:30 p.m. and Saturday, February 25, 2023 from 2 p.m. to 4 p.m. Members of the public were provided with an opportunity to view the project information panels, roll plans (drawings and layout of proposed changes along corridor map) and speak with members of the project team one-on-one. Event details are summarized below:

1. **February 21, 6:30 p.m. to 8:30 p.m. at Marshall McLuhan Catholic Secondary School:**
1107 Avenue Rd, Toronto, ON M5N 3B1 (Figure 2)

**2. February 25, 2 p.m. to 4 p.m. at Fairbank Public School:
2335 Dufferin St, Toronto, ON M6E 3S5 (Figure 3)**

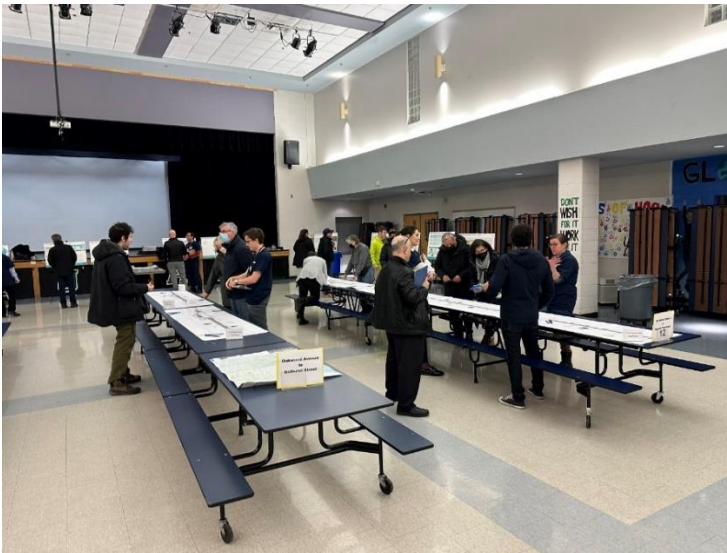


Figure 2: Public Drop-in Event on February 21, 2023



Figure 3: Public Drop-in Event on February 25, 2023

Summary of Feedback from Public Drop-In Events

During the two public drop-in events, participants expressed questions and comments to staff members, posted sticky notes with site specific comments on roll plans and completed the survey questions either on hardcopy or through the project website.

Comments received through the roll plans and through staff discussions during the public drop-in events have been categorized into several **major themes and areas of concern**. For the purposes of reporting back on these comments, these key themes are summarized below in **alphabetical order**, with responses provided where applicable.

Topic	Primary Comments and Themes	Response to Comments
Allen Road Interchange	<ul style="list-style-type: none"> - Significant concerns related to congestion, safety and neighbourhood infiltration as a result of the concentration of traffic circulating to/from the Allen Road interchange - Desire for free-flow operations for people entering or exiting the ramps to/from the Allen 	The Allen Road Interchange was designed by Metrolinx with input from Transportation Services. See Appendix A for an illustration of the interchange design. Changes at this intersection are outside of the scope of the EglintonTOday project as this interchange is being constructed by ECLRT and raised cycle tracks have been included in the design. Note that free flow operations are not an appropriate condition for the Allen Road Interchange given its location in an urban environment and the need to ensure road user safety.
Bicycle Lane Protection Measures	<ul style="list-style-type: none"> - Safety and aesthetic concerns associated with the use of bollard protection for bike lanes - Requests for more permanent protection measures such as concrete barriers, curbs, and bioswales. 	Depending on the available buffer width and roadside condition, bike lanes will be protected by concrete curbs with bollards on top or concrete low walls. Raised cycle tracks, green infrastructure or other separators may be considered as a future upgrade to the bikeway.
CaféTO	<ul style="list-style-type: none"> - Impacts of the project on local businesses including loss of caféTO (for four-lane sections) 	CaféTO is compatible with the proposed design where permanent (full-time) parking/loading space is provided. Where off-peak parking/loading space is provided, the provision of caféTO will depend upon a reduction in travel lane capacity and would be subject to additional review by the CaféTO team.
Cycling Connections and Network Improvements	<ul style="list-style-type: none"> - Consolidation of Jimmy Wisdom Way into the Northcliffe signalized intersection - Requests to connect with nearby cycling facilities including: <ul style="list-style-type: none"> o Beltline Trail o Vaughan Road bicycle lane and sharrows (to connect to Bike 	<p>Jimmy Wisdom Way and Northcliffe is being consolidated into a single intersection with pedestrian and cycling safety improvements</p> <p>See the Near-Term Implementation Program of the Cycling Network Plan for routes that are already under study, including Marlee Avenue</p>

Topic	Primary Comments and Themes	Response to Comments
	<ul style="list-style-type: none"> Share Station at Ennerdale) <ul style="list-style-type: none"> ○ N-S connection on Marlee ○ Cedarvale Ravine Trail - Requests to fill gaps in cycling network around the study area: <ul style="list-style-type: none"> ○ Eglinton Ave, Weston-Keele ○ Fill bicycle lane gap along Marlee Ave - Request for new bicycle lanes along Oakwood Ave 	
Data	<ul style="list-style-type: none"> - Request to see traffic projections on Eglinton - Request to review/analyze how many customers drive to businesses. - Request City to address using traffic analysis from 2012, and that future traffic analysis be completed first to inform traffic decisions. 	<p>2012 data is the most recent pre-construction data available for Eglinton Avenue. More recent counts which demonstrated much lower volumes. See Appendix A for a full explanation of the traffic analysis used.</p> <p>The eglintonToday intercept study of 685 people using Eglinton Avenue were surveyed using randomizing methods. Of these 19% arrived by car.</p>
ECLRT Coordination and Timing	<ul style="list-style-type: none"> - Requests that Metrolinx fill the 80 m gap between Yarrow Road and Bicknell Avenue. - Inquiry about contingency plan for bus operations for a scenario where eglintonToday project is installed before ECLRT. 	<p>Metrolinx is currently working on the design to complete the 80m bike lane gap between Yarrow Road and Bicknell Avenue.</p> <p>The eglintonToday Complete Street design includes bus stops throughout. See roll plans here.</p>
Emergency Services	<ul style="list-style-type: none"> - Concern that one lane per direction in some segments is a safety risk for emergency vehicles. 	<p>Maintaining emergency access is of paramount importance. Staff from emergency service providers review all Complete Streets projects for safety and access.</p>
Future Upgrades (signal)	<ul style="list-style-type: none"> - Requests for improvements along Eglinton Ave W that are 	<p>Any upgrades or suggestions that are outside of the current project scope of work and involve reconstructing of</p>

Topic	Primary Comments and Themes	Response to Comments
changes, bioswales, concrete work, etc.)	<p>outside the civil scope of this project including:</p> <ul style="list-style-type: none"> ○ Upgrading curb extensions to be permanent curbs instead of painted / artistic ○ Adding new midblock pedestrian crossings ○ Remove the channelized right-turn access east of Gabian Way 	<p>roadways or sidewalks, for example to incorporate bioswales are noted and will be addressed to align with future development or construction work.</p>
Glen Cedar Road	<ul style="list-style-type: none"> - Request to keep the two turning lanes at the North exit of Glen Cedar Road to Eglinton Avenue. - Concerns of removed loading space along Glen Cedar Road - Requests to consider nearby streets for this N-S route instead (e.g., Everden) 	<p>Based on community feedback, the proposed design has been revised to maintain the two turning lanes on to Eglinton Avenue from Glen Cedar Road. This and other design changes based on community feedback will be shared with stakeholders before the project goes to Council for approval.</p> <p>Glen Cedar Road was selected as a part of the cycling network as it provides a connection across the Cedarvale Ravine to other important cycling routes to the South.</p>
Safety	<ul style="list-style-type: none"> - Need to have more/better traffic light placements to ensure safety for all road users especially with the added cycling infrastructure. - Requests to add fully protected turns and bicycle signals to protect crossing E-W cyclists at major intersections - Request for increased traffic law enforcement for pedestrians and cyclists - Concern with the speed of vehicles on Eglinton 	<p>Pedestrian and cycling safety are the key consideration in all design elements of the complete street</p> <p>Additional safety considerations are under review throughout the corridor</p>

Topic	Primary Comments and Themes	Response to Comments
	Avenue especially on right turns.	
Parking	<ul style="list-style-type: none"> - Concerns about lack/loss of parking for businesses, residents, and people with disabilities. - Concern with parking availability during peak hours of the day. - Requests to consider on-street parking on existing side streets 	As part of the Complete Street design, parking along Eglinton Avenue is being reviewed to provide as many parking spaces as possible while achieving safety improvements and acceptable traffic volumes.
Snow Removal	<ul style="list-style-type: none"> - Concern with the performance and usage of the new bike lanes in the winter. - Concern that some snowbanks at intersections make it hard for drivers to see when turning onto Eglinton Avenue. 	Toronto continues to improve winter maintenance of cycling infrastructure throughout the city
Traffic/Congestion	<ul style="list-style-type: none"> - Concern with traffic infiltration onto side streets and neighbourhoods due to the loss of vehicular lanes. - Requests for turn restrictions at several intersections to reduce traffic infiltration through neighbourhoods <ul style="list-style-type: none"> o Requests to extend 4-lane section peak hours (e.g., 7 a.m. to 10 a.m. and 3 p.m. to 7 p.m.). - Concerns of traffic infiltration onto Park Hill Road and request for road to be converted to one-way or have closed access from Eglinton 	<p>Traffic on neighbourhood streets will be monitored to understand and address traffic infiltration issues where appropriate.</p> <p>Turn restrictions have also been added at several intersections to reduce traffic infiltration. The forthcoming design update will provide additional details. Note that after initial installation, additional restrictions can also be added, if necessary.</p> <p>Revision of peak hour enforcement is under consideration.</p>

Topic	Primary Comments and Themes	Response to Comments
TTC Raised Bus Platforms	<ul style="list-style-type: none"> - Suggestions to install raised bus platforms for cycling and bus boarding safety and accessibility 	Raised platforms for bus stops along the cycle route are being proposed at many stop locations along Eglinton. It is not feasible to provide raised stops at every location as part of initial installation but this may be considered or added in the future.
TTC Stop Relocations	<ul style="list-style-type: none"> - Requests to keep the existing TTC stops at the following locations: <ul style="list-style-type: none"> o Little Boulevard o Montcalm Avenue o Shortt Street o Hilltop Road - Requests to relocate the following proposed bus stops from nearside to farside <ul style="list-style-type: none"> o Heddington Avenue - Redpath Avenue 	All TTC stop relocations and changes are reviewed by TTC based on current stop policies. Stop locations continue to be reviewed and refined.
Urban Development & Land Use Changes	<ul style="list-style-type: none"> - Concern that the expected GO Station being built in the area does not have car parking or bike parking. - Inquiry on how rapid condo development is being considered as part of the eglintonToday project. - Inquiry on if there is an affordable housing plan to prevent current residents from being displaced or gentrified. 	<p>Development in the area is being overseen by City Planning with the lens of Eglinton Connects which is focused on transit-oriented growth.</p> <p>The City's Housing Now team is working on affordable housing projects throughout the City including 20 Shortt Street, 1250 Eglinton Avenue West and 2700 Eglinton Avenue West.</p>

In addition to the major themes summarized above, comments received on the roll plans generally fall within the following broad groupings:

1. **Comments that are actively being addressed in the design.** A forthcoming design update will be released on the project website to detail how and where specific design updates are being incorporated based on the public comments. These changes vary in scope and scale but include changes such as adjusting or removing curb extensions, adjusting parking or loading spaces and making changes to lane configurations or turn lanes at intersections.

2. Comments that are outside of current project scope or conflict with project direction such as:

- Desire to remove the proposed bike lanes from Eglinton Avenue and consider other routing options. eglintonTOday is a Council-endorsed complete Street project that includes bike lanes along Eglinton Avenue.
- Changes to other projects (e.g. Eglinton-Crosstown Light Rail Transit and Caledonia GO Station)
- Improvements to areas of the City that are not within this project's study area (outside of Eglinton Avenue from Keele St to Mount Pleasant Avenue)
- Requests to adjust lane configurations that do not accommodate local parking or traffic flow needs in each segment of the design.
- Changes to vehicular lane configurations at locations where the changes are infeasible due to space constraints (e.g. adding a turn lane where no space is available)
- Relocation of existing signals to other intersections
- Request for modifications or upgrades to facilities that are beyond the scope of this project (e.g., extending sidewalks, moving multiple poles, or building bioswales and other green infrastructure). Such improvements are noted to be addressed incrementally as part of ongoing developments and /or as part of future construction work.

3. Comments that expressed general support for the project and proposed changes such as:

- Support for bike lanes on Eglinton Avenue
- Support for safety improvements and complete streets approach
- Support for signal timing changes to protect cyclist movements
- Support for connecting cycling facilities on side streets
- Support for parkette improvements at various locations
- Support for traffic calming measures along side streets (i.e., curb extensions)

As noted in the preceding discussion, a summary of design changes based on specific and actionable comments will be provided as a follow-up update to project mailing list and on [the project website](#).

Additional Feedback

The questions and comments received through phone and email following the last round of public consultation between August 2022 and March 2023 are summarized by theme in **Appendix B**.

Summary of Feedback from Online Survey #2

An online survey using the CheckMarket platform was available for the public between February 7, 2023 and March 7, 2023. Approximately 2,700 responses were received, and the results are summarized below.

Part 1: Introductory Questions










Question 1: Which detail pages do you wish to answer?

This question allowed responders to choose which sections of the project to provide comments. Responses indicated that 46% of the responders answered all of the detailed pages.

With regards to the Eglinton Avenue detailed pages, responses indicate that 46% of responders selected Bathurst Street to Mount Pleasant Road, 35% selected Oakwood Avenue to Bathurst Street, 21% selected Caledonia Road to Oakwood Avenue, and 16% selected Keele Street to Caledonia Road.

With regards to Local Streets, the responses indicate that 12% selected Glen Cedar Road, 3% selected Jimmy Wisdom Way, and 3% selected Croham Road.









About 2% of respondents indicated they did not want to answer any of the detailed pages.

	Count	% of responses	%
D. Eglinton Avenue: Bathurst Street to Mount Pleasant Road	1.3k		46%
All Detail Pages	971		35%
C. Eglinton Avenue: Oakwood Avenue to Bathurst Street	957		35%
B. Eglinton Avenue: Caledonia Road to Oakwood Avenue	588		21%
A. Eglinton Avenue: Keele Street to Caledonia Road	452		16%
Local Street: Glen Cedar Road	321		12%
Local Street: Jimmy Wisdom Way	85		3%
Local Street: Croham Road	75		3%
None of the Above	51		2%

Question 2: Which statements describe your relationship to Eglinton Avenue between Keele Street and Mount Pleasant Road?








This question allowed responders to indicate their relationship with the project area. The responses indicate the following: 81% of the responders live in or near the project area, 63% travel through the area, 57% shop/dine on or near the project area, 18% work on or near the project area, 5% attend school in the area, 3% owns/operates/manages a business within the project area, and others have friends and family in or near the project area. Many of the other responses included visiting friends and family members that live in or near the project area and having children that goes to school/attend

activities in the area. A few other responses indicated that they visit the area due to medical and/or business reasons.

	Count	% of responses	%
I live in or near the project area	2.0k		81%
I travel through the area	1.6k		63%
I shop/dine on or near Eglinton Avenue	1.4k		57%
I work on or near Eglinton Avenue	441		18%
I attend school in the area	118		5%
I own/operate/manage a business on Eglinton Avenue	81		3%
Other (please explain):	58		2%
I represent an organization or institution in the area	52		2%

Question 3: How do you typically travel along Eglinton Avenue?

This question allowed responders to indicate how they typically travel along Eglinton Avenue and to provide multiple responses. The responses indicate the following: 77% of the responders travel via a private vehicle (drive/passenger), 64% travel via walking, 47% travel via public transit, 28% travel via cycling, 16% travel via taxi/ridesharing, and 2% travel via other modes of transportation. Other responses included other forms of transportation such as running and riding a motorcycle. However, a large sum of respondents expressed frustration and concern towards Eglinton Avenue's congestion and traffic and therefore avoid travelling on Eglinton Avenue at all.

	Count	% of responses	%
Drive/passenger (private vehicle)	1.9k		77%
Walk	1.6k		64%
Public Transit	1.2k		47%
Cycle	698		28%
Taxi/rideshare (e.g. Uber, Lyft)	394		16%
Other (Please explain):	37		2%
Wheelchair or assistive mobility device	11		0%

Question 4: What are the first 3 digits in your postal code?

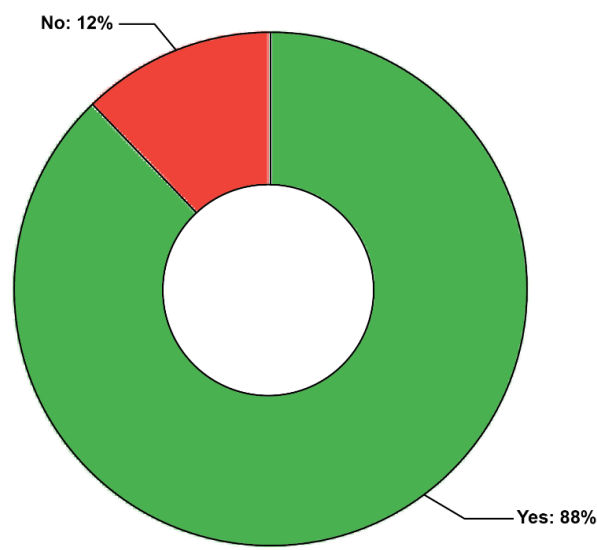
The most common postal codes shared were M6C, M6E, M5N, M4S and M4P.



Question 5: Did you attend one of the Drop-In Public Events on Tuesday, February 21 and/or Saturday, February 25?

	Count	% of responses	%
No	1.3k	<div></div>	54%
Event has not happened yet	1.1k	<div></div>	45%
Yes	79	<div></div>	3%

Question 6: Have you reviewed the information and materials on the project website?
 88% of the respondents noted “Yes” and 12% of the respondents noted “No”.



Question 7: Did you find the information on the webpage easy to understand?

This question allowed responders to provide feedback on their experience with the information on the webpage. Majority of the responders (83%) found the webpage to be “okay”, “easy” or “very easy” in terms of understanding the content.

Question 8: Overall do you agree that the proposed changes will improve safety and comfort for people travelling on Eglinton Avenue with acceptable trade-offs

This question allowed responders to express their opinions on whether they agree or disagree with the proposed changes on Eglinton Avenue. The responses indicate the following: 39% of the responders strongly disagree, 12% disagree, 5% are neutral, 16% agree, and 27% strongly agree with the proposed changes.

Question 9: Are you supportive of the proposed changes for Section A: Keele Street to Caledonia Road?

Question 10: In a few words, please explain why.

- Concerns for cyclist safety
- Supportive of physically separated bike lanes
- Concerns about increased traffic congestion
- Opposed to bike lanes
- Opposed to on-street parking
- Concerns for businesses due to changes to on-street parking
- Request for lane design to serve all users



Question 11: Are you supportive of the proposed changes for Section B: Caledonia Road to Oakwood Avenue?

This question allowed responders to express their opinions on the proposed changes for Section B. The responses indicate the following: 33% of the responders are very unsupportive, 10% are unsupportive, 6% are neutral, 15% are supportive, and 36% are very supportive. In general, there seems to be an equal balance of people who support and do not support the proposed changes to Section B. Other responses included a mix of support and pushback on the addition of bike lanes and removal of parking and vehicular lanes. A large sum of respondents agreed that bike lanes are needed and expressed enhancing cycle infrastructure by making them protected bike lanes and removing on-street parking. In contrast, a number of respondents stated that the bike lanes will cause more traffic congestion as well as have a lack of users. Another concern to note that was mentioned in the responses was a concern with how the bike lanes will perform and be maintained in the winter such as snow removal.

Question 12: In a few words, please explain why.

The most frequent key words were traffic, bike, lane or lanes and parking. Common comments included:

- Concerns about traffic congestion with the introduction of bike lanes
- Support for physically separated bike lanes
- Opposed to bike lanes
- Suggestion to remove or minimize on-street parking
- Concern for businesses due to changes to on-street parking
- Request for two lanes in each direction to improve traffic flow



Question 13: Are you supportive of the proposed changes for Section C: Oakwood Avenue to Bathurst Street?

This question allowed responders to express their opinions on the proposed changes for Section C. The responses indicate the following: 37% of the responders are very unsupportive, 11% are unsupportive, 6% are neutral, 16% are supportive, and 30% are very supportive. In general, there seems to be an equal balance of people who support and do not support the proposed changes to Section A. Other responses included a mix of support and pushback on the addition of bike lanes and removal of parking and

vehicular lanes. A large sum of respondents agreed that bike lanes are needed and expressed enhancing cycle infrastructure by making them protected bike lanes, raised cycle tracks and removing on-street parking. In contrast, a number of respondents stated that the bike lanes will cause more traffic congestion as well as have a lack of users. Another concern to note that was mentioned in the responses was a concern with how the bike lanes will perform and be maintained in the winter such as snow removal.

Question 14: In a few words, please explain why.

The most frequent key words were traffic, bike, lane or lanes and parking. Common comments included:

- Opposed to bike lanes
- Concerns about traffic flow and taking space from cars
- Request for two lanes of traffic in each direction near Allen Road
- Opposed to on-street parking
- Concerns about insufficient parking spaces
- Support for physically separated bike lanes
- Concerns about traffic infiltration onto side streets
- Request to extend peak hours for parking

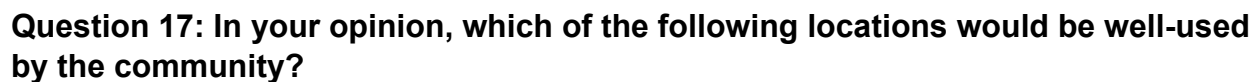


Question 15: Are you supportive of the proposed changes for Section D: Bathurst Street to Mount Pleasant Road?








This question allows responders to express their opinions on the proposed changes for Section D. The responses indicate the following: 38% of the responders are very unsupportive, 12% are unsupportive, 5% are neutral, 14% are supportive, and 30% are very supportive. In other words, there is an equal balance of people who support and do not support the proposed changes to Section D. Other responses included a mix of support and pushback on the addition of bike lanes and removal of parking and vehicular lanes. A large number of respondents agreed that bike lanes are needed and

Question 16: In a few words, please explain why.

- Request for two lanes of traffic in each direction
- Opposed to bike lanes
- Concerns about increased traffic congestion with introduction of bike lanes
- Opposed to on-street parking
- Concern for businesses due to limited parking
- Support for physically separate bike lanes
- Concerns about traffic infiltration onto side streets



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	Count	% of responses	%
I travel on Glen Cedar Road	490		47%
None of the above	457		44%
I travel on Jimmy Wisdom Way	209		20%
I travel on Croham Road	195		19%
I live on Glen Cedar Road	56		5%
I live on Croham Road	10		1%
I live on Jimmy Wisdom Way	7		1%

Question 20: Are you supportive of the proposed contraflow bike lanes on Croham Road between Eglinton Avenue West and Bowie Avenue?

This question allowed responders to express their opinions on the proposed changes for Croham Road between Eglinton Avenue West and Bowie Avenue. The responses indicate the following: 23% of the responders are very unsupportive, 6% are unsupportive, 10% are neutral, 17% are supportive, 39% are very supportive and 5% are unsure. Generally, the majority of respondents are supportive of the proposed changes. Other responses included support for contraflow bike lanes as it will reduce traffic congestion by providing road users a different form of transportation. Some respondents were opposed to the contraflow bike lane and expressed the importance of enforcing cycling regulations on cyclists.

Question 21: In a few words, please explain why.

The most frequent key words were bike, lane or lanes, traffic, cyclists and Beltline. Common comments included:

- Provides important connection to Beltline Trail
- Supportive of physically separated bike lanes
- Supportive of contraflow bike lane
- Opposed to shared lanes for cycling
- Opposed to bike lanes
- Concerns about traffic flow and taking space from cars
- Preference for parking protected bike lanes
- Concerns about impacts to on-street parking



Part 4: Closing Question

Question 26: Please share any other comments, concerns or suggestions related to the eglintonTOday Complete Street Project?

The responses expressed concerns and frustrations regarding safety for cyclists due to traffic, inclusivity, and overall performance of Eglinton Avenue. The need for protected bike lanes was also expressed. In terms of inclusivity, responses revolved around the negative impacts on elderly people and people with disabilities as Eglinton is being shaped for cyclists. Finally, in terms of overall performance, responses expressed frustration towards the existing future construction activities on Eglinton Avenue. Other responses were opposed to the proposed changes to remove vehicular lanes and parking spaces.

Next Steps

City staff is currently reviewing the design to incorporate stakeholder feedback. City Staff will provide City Council with a project update in June 2023. Before the project goes to Council for approval, design changes will be shared with stakeholders. Subject to approval, installation is planned to be coordinated with the opening of Eglinton Crosstown transit service.

Transportation Services is currently planning sidewalk and utility cut repairs in high priority locations as required.

Appendix A – Traffic Data Analysis

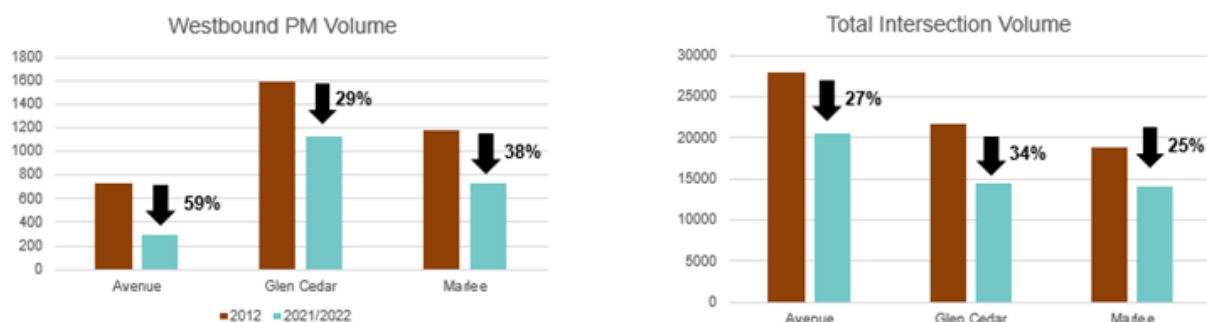
eglintonTOday Traffic Analysis Explained

Community members have expressed concern regarding the use of 2012 data in the traffic modelling and projections for the eglintonTOday Complete Streets design. The following explanation is intended to be helpful in understanding the extensive testing and analysis that led to the traffic model being used to ensure that the eglintonTOday Complete Street design works as intended to help people travelling by all modes get around safely and efficiently.

Use of 2012 data

2012 is the most recent pre-construction traffic data that can provide a reliable base-line of 'normal' traffic volume on Eglinton Avenue. During construction, traffic distributes in an unpredictable manner and does not reflect 'normal' traffic conditions, due to the numerous lane closures, work zones, and the fact that signal timing and coordination between signals are not optimized.

Recent counts (conducted in 2021 and 2022) at several intersections along Eglinton Avenue, show that volumes along the corridor were down between 16% and 59% compared to the 2012 volumes at the same locations.



Comparison of recent (2021 and 2022) Eglinton Avenue traffic counts compared preconstruction 2012 volumes. Variation depends on location, period (AM, PM, Off Peak) and direction of movement.

The project team explored several sources of projected traffic volumes (including EMME City-wide model forecasted 2023 volumes), and the forecasted volumes that were used in the traffic analysis of the EglintonConnects Environmental Assessment. Through conversation with traffic experts, both City staff and external, there was a general consensus that these forecasted volumes over-predict what is happening in real life. To test this, EMME forecasts were applied to other areas of the city where reliable 2022 data was available and it was consistently found that the EMME forecasts overestimated by 20-30% higher volumes compared to actual traffic counts. As such, to provide an accurate traffic model, the analysis does not add the growth rate as proposed in EglintonConnects, as it was equivalent to the 20-30% over-estimations.

Traffic Data

Traffic data was not regularly collected during construction.

Transportation Services explored a few alternative data sources to determine what data should be used:

Data Source	Approach	Result
2012 counts	Traffic counts at signalized intersections	Most realistic representation of Eglinton Avenue pre-construction data when Eglinton was 4-5 lanes
Forecasted volumes used for Eglinton Connects EA traffic analysis.	Utilized data from counts conducted between 2007 and 2012 and forecasted to 2031 volumes assuming population, employment growth, and new infrastructure	Forecasted volumes using growth between -0.8% per year in the Avenue-Yonge section and up to 1.5% per year in other sections
2021 EMME forecasted volumes	Used 2011/2012 counts and forecasted to 2021 volumes assuming population, employment growth, and new infrastructure	Compared volumes from EMME forecasts with actual traffic counts across the City, and EMME forecasts were over-estimating by 20-30%
2021/2022	Traffic counts at a few signalized intersections	Volumes are currently lower compared to 2012 pre-construction conditions

All of the design changes proposed as part of the eglintonTOday Complete Street are tested using these assumptions through the traffic modeling software Synchro and Sim Traffic, to quantify the impacts of the street design and ensure acceptable traffic flow while improving safety for vulnerable road users and accommodating the needs of local businesses.

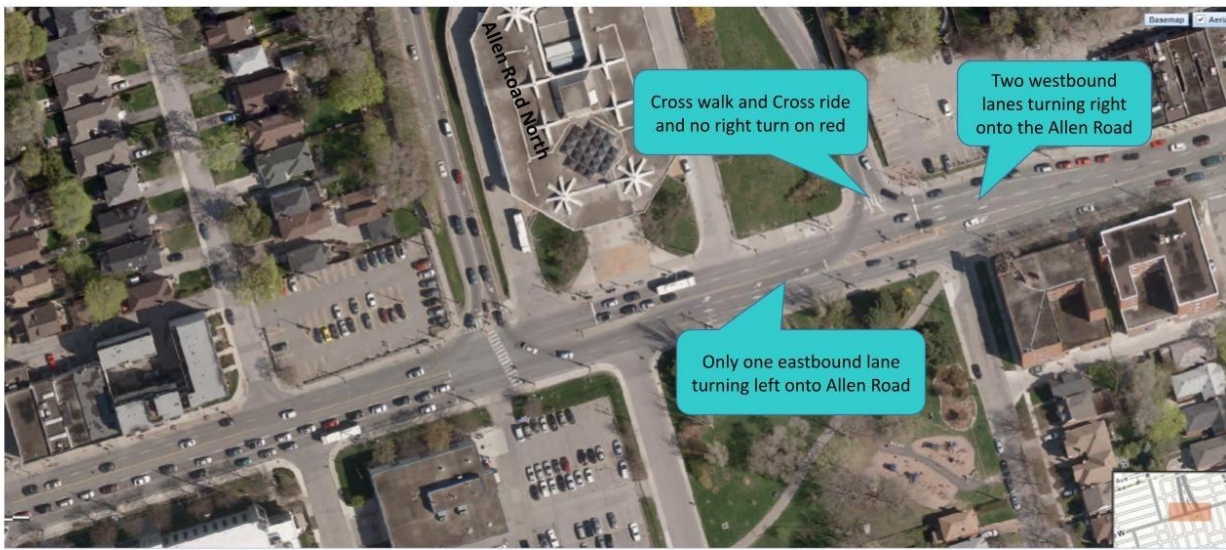
Allen Road and Eglinton Avenue interchange

While it is recognized that Allen Road is a unique feature that will always continue to carry vehicle traffic to Eglinton Avenue, there are currently no plans to change the capacity of Allen Road or any of the interchanges along it, and thus the volumes that can funnel through those interchanges onto Allen Road are constrained by the existing infrastructure and the current capacity it can accommodate.

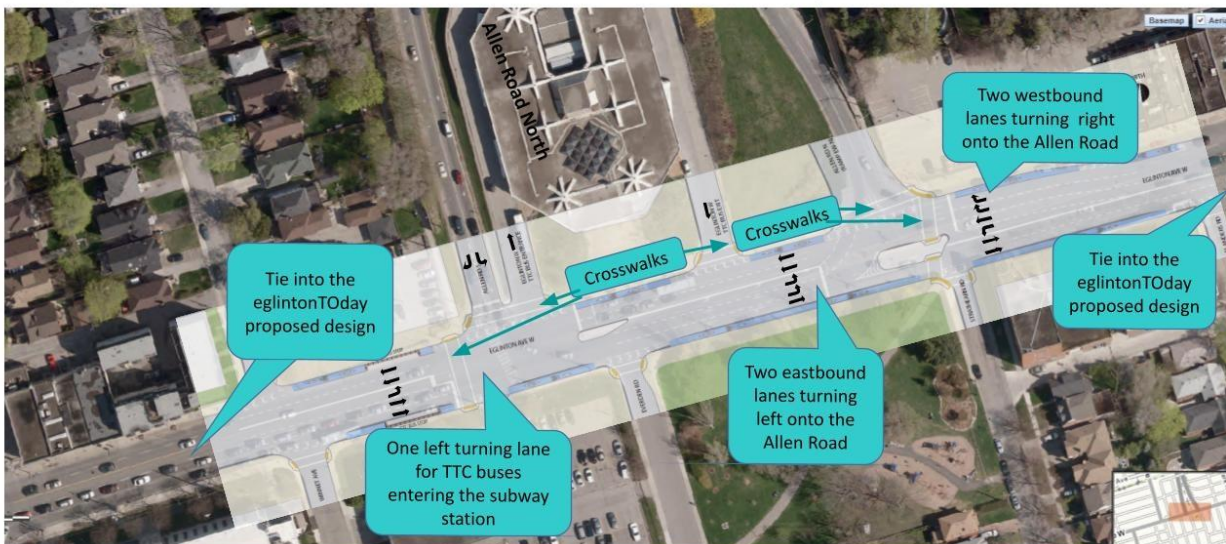
The intersection at Allen Road and Eglinton has historically had only one east-bound left turning lane to enter Allen Road, and during construction has had only one east-bound left and one west-bound right lane onto Allen Road as seen below.

The design for the Eglinton-Allen interchange to be implemented post-construction will feature two east-bound lanes turning north onto Allan Road as well as added cross walks and a full tie-in to the Complete Street design east and west of the intersection as seen below. Given its location in an urban environment and the need to ensure road user safety, the design to be implemented post-construction will no longer serve free-flow right turn movements.

Allen Road Interchange Pre-Construction (2011)



Updated Allan Road Design (to be implemented post-construction)



Development and Intensification

Ongoing development and intensification concerns will undeniably contribute to an increase in the number of trips occurring within the City of Toronto, but they will not all be vehicular trips. Providing alternative ways of travelling, including a high-order, connected transit network, a reliable bus network, safe and inviting sidewalks and intersections, and a safe and accessible cycling network are the only ways we can ensure that this City will continue to accommodate the increase in people and jobs that is happening and being planned for.

Monitoring Plan

Currently, City staff are preparing a monitoring plan to collect data of the impacts of the eglintonTOday Complete Streets installation, including on neighbourhood streets that have experienced high levels of traffic infiltration throughout the construction of the Eglinton Crosstown.

The monitoring plan will include regular counts at problematic locations that have already been identified by the community (including Glen Cedar Road, Westover Hill Road, and Old Forest Hill Road), as well as key signalized intersections that will allow us to track traffic flow over time (pre-construction, during construction, pre-complete street and post-complete street). Feedback from community stakeholders would be welcomed to identify important locations for dedicated monitoring.

The data will be used to review and adjust the design where necessary to address problem areas through such measures as signal timing adjustments, or turning restrictions.

Appendix B - Additional Feedback

The questions and comments received through phone and email from the last round of public consultation between August 2022 and March 2023 are summarized by theme in alphabetical order below:

Theme	Comments
Café TO/Business	<ul style="list-style-type: none">- Concerns that CaféTO is unsafe when adjacent to or within the roadway- Concerns that CaféTO implementation eliminates parking spaces
Community study request	<ul style="list-style-type: none">- Request for the City to halt project and to first, conduct a comprehensive study on factors such as population growth, current/future traffic volumes and intensification
Construction Schedule	<ul style="list-style-type: none">- Estimated time of construction completion
Data	<ul style="list-style-type: none">- Request for traffic studies report.- Request for construction report near Eglinton West Subway Station (if available)
Emergency Services	<ul style="list-style-type: none">- Concern that emergency vehicles are being impacted/delayed by ECLRT construction and traffic and are unable to reach the streets where they are required

Theme	Comments
Glen Cedar Road Contra-flow bike lanes	<ul style="list-style-type: none"> - Opposed to contra-flow bike lanes on section between Dewbourne and Eglinton Avenue West - Concern that bike lane will create unsafe traffic conditions especially for pedestrians and young children. - Request to find alternate southbound cycling routes such as Everden Road or Strathearn Road - Request to keep two vehicular northbound/southbound lanes - Proposed changes will result in challenges to getting home - Bike lane will further exacerbate the traffic - Request to utilize streets such as Menin Road and Rostrevor Road for southbound bike lanes
Lane Markings	<ul style="list-style-type: none"> - Request for lane markings on Dufferin Street (southbound) at Eglinton as the intersection is extremely dangerous
Metrolinx	<ul style="list-style-type: none"> - Estimated completion date requests for: <ul style="list-style-type: none"> - Eglinton West Subway construction between Avenue Road and Bathurst Street - Sidewalk/bike lane construction on Eglinton West between Avenue Road and Duplex - East and West bus stops on Eglinton between Avenue Road and Duplex - Sidewalk along Toronto Community Centre
Parking	<ul style="list-style-type: none"> - Concerns that reduced parking will negatively impact small businesses - Request for reference documents demonstrating the extent of parking to be incorporated into the project plan
Streetscape Maintenance	<ul style="list-style-type: none"> - Concern with the existing conditions of Eglinton as the road is in bad shape. Request to fix/clean the existing streetscape first

Theme	Comments
Safety	<ul style="list-style-type: none"> - Concerns and opposition to the proposed contraflow bike lane as they create unsafe traffic conditions - Concerns that pedestrian safety has not been studied enough - Request for Eglinton Avenue to have a safe cycling route and safe road for all users. - Support for physically separated bike lane as painted line to separate the bike lane will not be safe for cyclists - Request for City to improve snow plowing in the winter for pedestrian safety and accessibility
Support	<ul style="list-style-type: none"> - General support for project - Requests for wider sidewalks and protected bike lanes - Requests for increased public space and streetscape
Traffic/Congestion	<ul style="list-style-type: none"> - Concerns with traffic flow and congestion that will encourage drivers to divert onto residential side streets - Concerns that lane reductions will cause further congestion on Eglinton Avenue and risk pedestrian safety - Concern that drivers lose their patience waiting in traffic and removal of left turn restrictions during peak hours will cause even more congestion - Concern that drivers are illegally driving the wrong way on one-way streets or on the wrong side of the road to avoid traffic - Request for additional traffic assessments to be completed
Turn Restrictions	<ul style="list-style-type: none"> - Request for an advanced left turn green light on Richardson to Eglinton Avenue West - Opposition to removal of turn restrictions on Glen Cedar Road.
Westover Hill	<ul style="list-style-type: none"> - Concern about how traffic will flow around Allen Road interchange and that problem with traffic infiltration

Theme	Comments
	and safety on side streets will not improve.