



Sheppard Avenue East Complete Street: Bayview Avenue to Leslie Street

Public Consultation Report
May 2023



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Consultation Summary

Phase 2 consultation for the Sheppard Avenue East Complete Street from Bayview Avenue to Leslie Street began in winter 2023. The first phase of consultation took place from November 2021 to January 2022 to collect feedback on preferred designs and provide information on the Sheppard Avenue East Road resurfacing from Bonnington Place to Bayview Avenue, Willowdale Avenue cycle track extension from Empress Avenue to Sheppard Avenue East, and road reconstruction on Sheppard Avenue East from Bayview Avenue to Leslie Street.

During consultation for phase 2, stakeholders and community members provided feedback on the proposed road safety upgrade opportunities associated with road reconstruction on the section of Sheppard Avenue East from Bayview Avenue to Leslie Street.

The phase 2 public feedback period was from March 9 to April 11, 2023.

Project Overview

The City of Toronto is proposing the following changes to Sheppard Avenue East from Bayview Avenue to Leslie Street to improve safety for people driving, cycling, walking, and taking transit:

- Reallocation of some vehicular lanes and narrowed lane widths to improve safety.
- Intersection improvements, including protected intersection elements at signalized intersections.
- Widened sidewalks and enhanced crossings to improve the experience of people walking and to ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA).
- New transit stop features, including accessible bus stops, new transit shelters and seating areas.
- Raised uni-directional (one-way) cycle tracks on the north and south side of the road.
- New plantings and green infrastructure.

Overview of Communications and Consultation Activities

Communication Activities

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

- Project web page: [Toronto.ca/SheppardAvenueEast](https://toronto.ca/SheppardAvenueEast)
- Notice delivered through Canada Post (18,411 addresses in the project area)
 - Notice was translated into Simplified Chinese
- Email notification to project subscribers (45 contacts)
- Email to stakeholders including residents' associations, community groups, organizations, institutions, and elected officials (115 contacts)
- Social media posts @TO_Cycling

Consultation Activities

Public and stakeholder comment on the project were received through the following consultation and engagement activities:

Activity	Date	Participation
Stakeholder Meeting	March 7, 2023	22 attendees*
Public Drop-in Meeting**	March 28, 2023	105 attendees
Online Survey	March 9 – April 11, 2023	344 responses
Email		72 emails
Phone		4 phone calls

*Stakeholders in attendance included: Quadreal, Rona, Bayview Village Association, Toronto Public Library, Cycle Toronto, BA Group and more.

**A Mandarin-speaking interpreter was made available at the Public Drop-in Meeting.

What We Heard

Staff heard mixed feedback for the Sheppard Avenue East Complete Street from Bayview Avenue to Leslie Street. Expressions in support of the proposal were related to: increased pedestrian and safety for people on bikes, increased accessibility for all mobility types and enhanced local greening and landscaping.

Concerns about this proposal included: increased congestion along the corridor and at major intersections; reduced vehicle travel lanes and on-street parking spaces; and insufficient snow maintenance on streets and in cycle tracks.

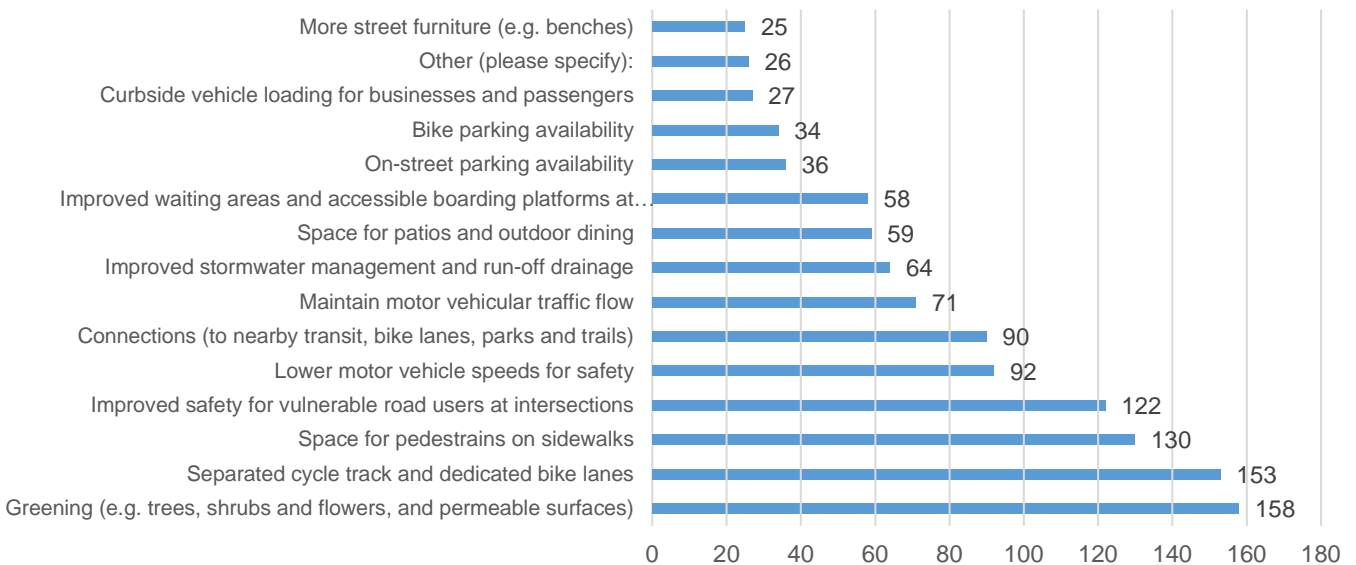
Suggestions to improve this proposal were related to improving safety along the corridor and at all intersections for vulnerable road users, including pedestrians, people cycling, seniors, and children. Specifically, people suggested installing protected intersections and adjusting signal timing/pedestrian lead times.

Feedback Survey

The survey was available online and in print format and included background information on the project. The corridor had four segments and included multi-choice or multi-select responses, in addition to open ended comment boxes and optional demographic questions. Participation in the survey was anonymous. See Appendix for survey participation demographic profile.

Responses received to each question are presented in this section.

Question: What do you like most about the proposed changes? Select up to five of your top choices.



Respondents most liked greening elements, separated cycle tracks and dedicated bike lanes, space for pedestrians on sidewalks, and improved safety for vulnerable road users at intersections.

Question: Provide your comments: What do you like least about the proposed changes?

Respondents were concerned about:

- Existing and increased traffic congestion because of: the reduction of vehicle travel lanes, the removal of dedicated right-turn lanes, and the increase in development in the area. This reduction may also incite aggressive driver behaviour.
- Traffic congestion at intersections, specifically at the Bayview Avenue intersection.
- Access and safety for seniors, school children and people with mobility issues.
- On-street parking, planter/green space, and winter maintenance.
- Construction disruptions.

Respondents would like the project team to consider:

- Increasing the vehicle lane reductions, parking reductions, speed reductions, traffic calming measures, physical separation for people biking and pedestrians, and intersection safety measures, including right-on-red turn-restrictions and raised crosswalks.
- Extending the project west to Yonge Street.
- Installing a second left-turn lane at the Bayview Avenue intersection.
- Using the budget for this project for other local improvements, including transit.
- Burying hydro wires.

Question: Please provide your comments on the proposed changes along Sheppard Avenue East in Segment 1: Bayview Avenue to Rean Drive/Hawksbury Drive:

Along with general comments and concerns related to what participants liked most and least, the following was noted for Segment 1:

- In support – the sidewalk on the west side needs repair and is too narrow; a new sidewalk is needed at Barberry Street.

- Fix signal timing and ensure better visibility at the parking lot entrance to Bayview Village mall.
- Do not remove travel lanes at the Bayview Avenue intersection.
- Increase signal timing for pedestrians at the Rean Drive intersection.
- Adjust signal timing from westbound Sheppard Avenue East onto southbound Bayview Avenue.
- Maintain eastbound right-turn lane on Sheppard Avenue East at Bayview Avenue.
- Keep centre median wide for pedestrians and TTC riders exiting at the Kenaston Gardens crossing.
- Consider the grading issues on/near this segment and its intersections.
- Improve entry into the YMCA.

Question: Please provide your comments on the proposed changes along Sheppard Avenue East in Segment 2: Rean Drive/Hawksbury Drive to Burbank Drive/Bessarion Road

Along with general comments and concerns related to what participants liked most and least, the following was noted for Segment 2:

- Improve left turn movement ease into and from 621 Sheppard Avenue East.
- In support of an at-grade pedestrian crossing on the north side of Greenbriar Road and Cusack Court along Sheppard Avenue East – it would improve comfort for pedestrians as motor vehicles are often blocking the crossings while waiting to turn.
- Continue the green median further east.
- Do not remove well-used parking spaces outside medical offices.

Question: Please provide your comments on the proposed changes along Sheppard Avenue East in Segment 3: Burbank Drive/Bessarion Road to Ambrose Road/Provost Drive:

Along with general comments and concerns related to what participants liked most and least, the following was noted for Segment 2:

- Add seating near Bessarion Station.
- Consider the increase in pedestrian and vehicle traffic with the addition of the new community centre and new developments in this segment.
- Block the westbound left-turn entrance into Canadian Tire and encourage the left-turn movement at Provost Drive or Blue Ridge Road intersections instead.
- Make crossing to/from Bessarion Station more appealing.

Question: Please provide your comments on the proposed changes along Sheppard Avenue East in Segment 4: Ambrose Road/Provost Drive to Leslie Street

Along with general comments and concerns related to what participants liked most and least, the following was noted for Segment 4:

- Consider protected, narrowed intersection at Leslie Street.
- Ensure design accounts for unwanted driver behaviours (i.e., road rage, speeding, illegal maneuvers), especially as people rush to get on the 401 ramps at Leslie Street.
- Provide and improve connection to the East Don Parkland and the Betty Sutherland trails.
- Maintain access and emergency response time for North York General hospital.
- Extend the project further east to Don Mills Road, Fairview Mall, Victoria Park Road and eventually to McCowan Road; accommodate densification along all the Sheppard Avenue East/Don Mills/404 area.
- Maintain the right-turn lane on eastbound Sheppard Avenue East at Leslie Street.

- Improve drainage underneath the GO Transit bridge.
- Consider implementing additional safety improvements for people with mobility needs to access/cross at the hospital from the southeast entrance of Leslie Station
- Increase bike storage availability at Leslie Station.

Public Drop-in Event

At the March 28, 2023, public drop-in event, attendees were able to view information panels about the project and speak with members of the project team. Staff recorded participant comments summarized alphabetically by theme below:

Topic	Comment Summary
Congestion	<ul style="list-style-type: none"> • The most noted challenge is congestion in the area. • Concerns regarding long queues as the result of 401 traffic and how this will impact congestion and carbon emissions in the community.
Greening and aesthetics	<ul style="list-style-type: none"> • Support for increased greening and the addition of more landscaping along corridor. • Suggest adding more benches along the project corridor for senior residents to rest. • Some concern for reduced visibility related to increased tree canopy.
Lane reduction and narrowing	<ul style="list-style-type: none"> • Concerns regarding vehicle lane reductions and the negative implications this will have on traffic congestion, access to destinations and accessibility.
Vehicle and Bike Parking	<ul style="list-style-type: none"> • Concerns surrounding loss of on-street vehicle parking on Sheppard. • Support for more bike parking along Sheppard Avenue East. • Suggest adding better bike access to IKEA and integrate bike parking outside of the store. • Increase the number of bike share installations. • Improve bicycle parking measures at subway stops. • Maintain parking on the north side of Sheppard Avenue East, just west of Greenbriar Rd. • Concerns regarding parking space removal and access.
Safety	<ul style="list-style-type: none"> • Concerns regarding the safety of people cycling. • Clarify how protected intersections, physical barriers (i.e., bollards), and protected turn intervals can be added to increase safety. • Suggest increasing crosswalk signal length to allow seniors to safely cross Sheppard Avenue East, which is a wide street. • Ensure pedestrian safety by adding raised crossings and continuing wide sidewalks for wheelchair users. • Consider implementing a right-turn signal phase at the Bayview Avenue and Sheppard Avenue East intersection to increase safety.
Snowplough and EMS	<ul style="list-style-type: none"> • Concerns surrounding snowplough impacts and if they will push snow into bike lanes. • Clarify how emergency medical services (EMS) will navigate the proposed lane reductions.
Public Transit	<ul style="list-style-type: none"> • Clarify if pedestrians can reach the future GO station without a detour on Old Leslie Road. • Clarify where TTC buses will re-route during construction (specifically the TTC 85 Sheppard East bus).

	<ul style="list-style-type: none"> • Build a safe connection to Bayview Avenue from the TTC subway entrance (southwest corner island of Bayview Avenue and Sheppard Avenue East intersection).
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Stakeholder Feedback

The comments received through meetings with stakeholders and affected property owners are summarized alphabetically by theme below:

Topic	Comment Summary
Congestion	<ul style="list-style-type: none"> • Clarify when traffic studies and capacity modelling was undertaken to understand the impact of lane changes and cycling volumes to intersection and road operations. • Clarify plan for left-turn westbound lanes at Bayview Avenue intersection. • Concerns about traffic at major intersections. • Consider the additional vehicle traffic volumes after developments are online.
Construction and Implementation	<ul style="list-style-type: none"> • Concerns about installation timing of this project with new construction projects along Sheppard Avenue East. • Concern about potential confusion for new people driving in the area. • Clarify next steps and construction timing.
Design	<ul style="list-style-type: none"> • Clarify the design of the raised cycle tracks with greening. • Clarify vehicle lane width and bikeway design guidelines. • Consider demographics of the area in design of transportation options. • Bury hydro lines.
Greening/green infrastructure	<ul style="list-style-type: none"> • Address flooding issues that occur west of Leslie Street. • Include more green infrastructure elements. • Clarify the permeability of new surfaces.
Intersections/turning maneuvers	<ul style="list-style-type: none"> • Concerns about left-turn lanes into the neighbourhoods on the north side of Sheppard Avenue East. • Clarify cycling signal phases, phasing plans and timing, especially with dual right-turn lanes and mandatory right-turn lanes. • Increase timing of green light for left turns at Bayview Avenue intersection.
People cycling/cycling connectivity	<ul style="list-style-type: none"> • Clarify the number of anticipated bikeway users and the increase in cycling mode share. • Connect to the East Don Trail and Willowdale bikeways. • Consider separating trails (i.e., for the East Don Trail) for people cycling and for pedestrians.
Safety	<ul style="list-style-type: none"> • Protect pedestrians who cross all driveways when walking along Sheppard Avenue East.
Winter maintenance	<ul style="list-style-type: none"> • Clarify winter maintenance/snow clearance plans with the new safety measures.

Additional Feedback

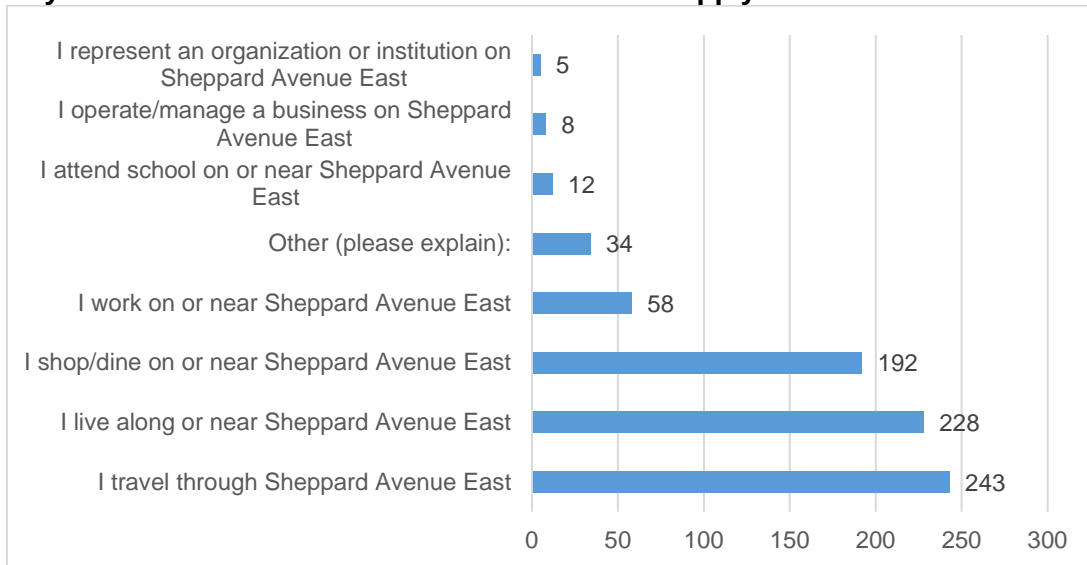
The comments received through phone and email are summarized alphabetically by theme below:

Theme	Comments
Alternative transportation modes	<ul style="list-style-type: none"> • Support promoting alternative forms of transportation. • People cycling do not follow the rules of the road.
Greening/green spaces /trails	<ul style="list-style-type: none"> • There is already an abundance of green space along East Don Parklands. • Consider upgrading the cycling path along Esther Shiner trail. • Connect cycling facilities to Betty Sutherland Trail. • Repurpose green buffer on either side of Sheppard Avenue East. • Improve the existing trail system and their winter maintenance.
Not in support (general)	<ul style="list-style-type: none"> • Road does not need repair. • Money could be used elsewhere. • Against this project.
Parking	<ul style="list-style-type: none"> • Maintain the parking spaces in front of 650 Sheppard Avenue East.
Project background and data	<ul style="list-style-type: none"> • Clarify traffic volume counts along the corridor and at major intersections. • Clarify how narrowing vehicle travel lanes improves safety and reduces speed. • Clarify existing and expected number of people biking and pedestrians using the corridor, especially in winter. • Consider additional intensification, traffic from new developments, and clarify if this was considered in the project design.
Project design	<ul style="list-style-type: none"> • The design is aesthetically unpleasing. • Bury hydro wires. • Improve the function of the Sheppard Avenue East and Bayview Avenue intersection. • Clarify the design of the bikeway and physical separation. • Clarify current and future vehicle and cycling lane widths. • Extend the proposed median further west.
Safety	<ul style="list-style-type: none"> • Support the safety goals of the project. • Reduce dangerous driving. • Upgrade, widen and raise the sidewalks to protect pedestrians and create better safer separation from people driving.
Timing/coordination	<ul style="list-style-type: none"> • Clarify timing for approvals. • Coordinate with nearby Ontario Ministry of Transportation (MTO) project.
Vehicle travel lanes/traffic/driver behaviour	<ul style="list-style-type: none"> • Do not remove vehicle travel lanes. • Traffic is bad as-is. • Concerns about aggressive/undesirable driver behaviour after installation. • Clarify if existing traffic congestion is addressed.
Winter maintenance	<ul style="list-style-type: none"> • Concerns about winter maintenance. • Use the bikeway for snow storage in the winter.

Appendices

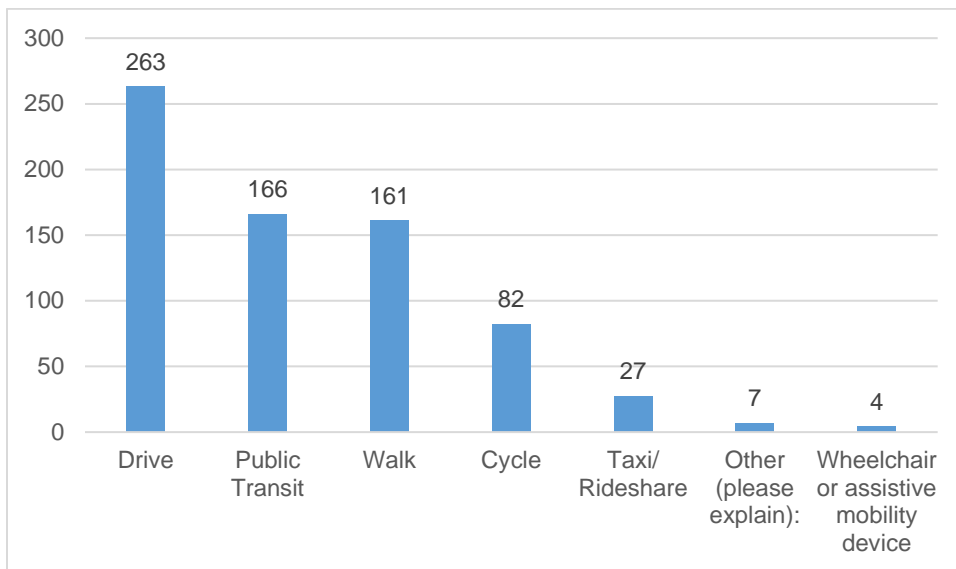
Appendix A: Survey Participant Profile

Question: Which statements describe your relationship to Sheppard Avenue East from Bayview Avenue to Leslie Street? Select all that apply.



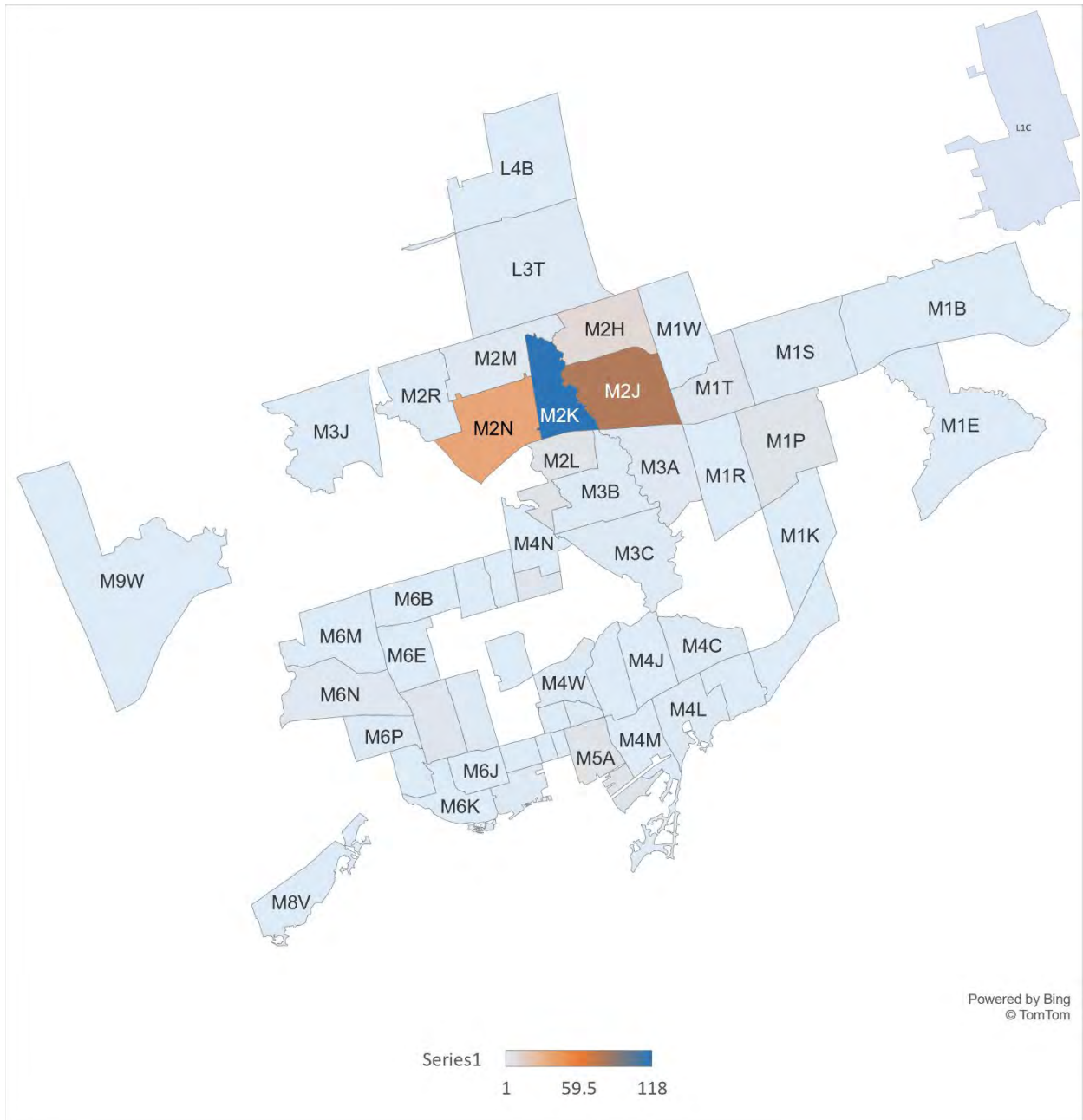
Most respondents note that they travel, live along/near, or shop/dine on Sheppard Avenue East.

Question: How do you typically travel in the area of Sheppard Avenue East between Bayview Avenue and Leslie Street? Select all that apply.



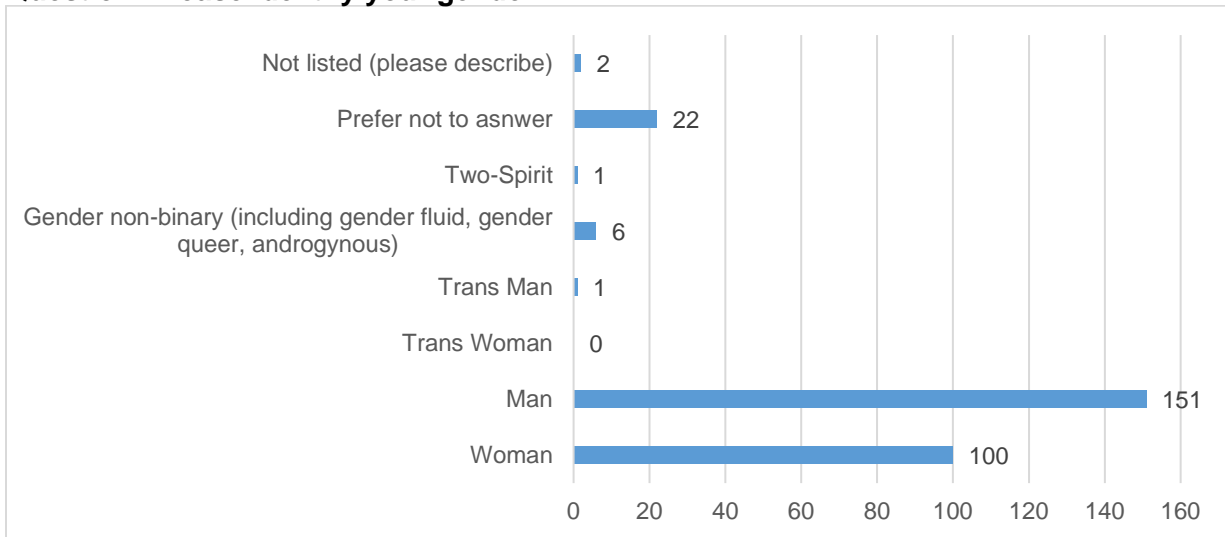
Most respondents travel by driving, similar amounts of respondents take public transit or walk, and fewer cycle or use other modes of transportation.

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



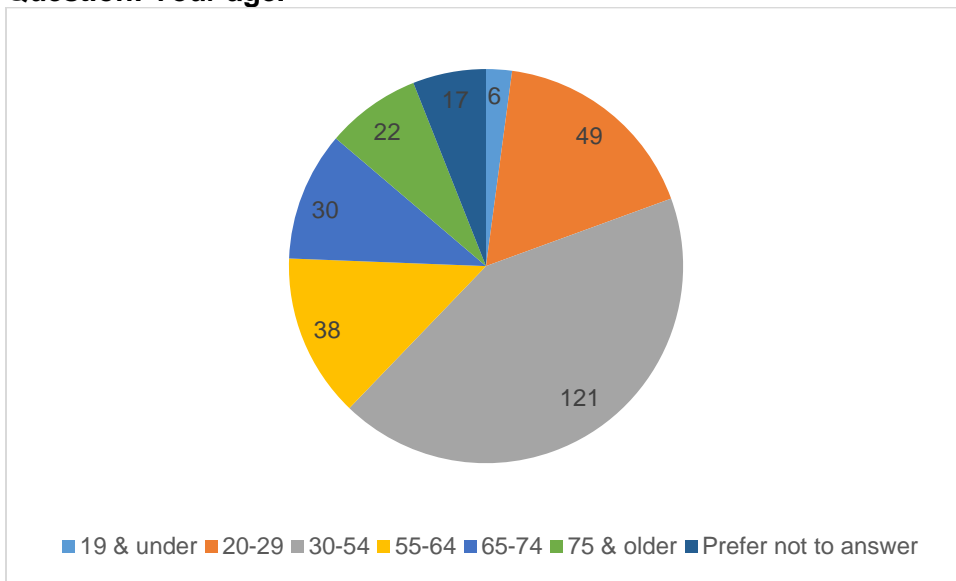
The above map shows a distribution of online feedback form respondents based on the first three digits of their postal code. M2K is the postal code that is the home of the project corridor (Sheppard Avenue East from Bayview Avenue to Leslie Street) and M2K and M2J are neighbouring postal codes. The most respondents (118, shown in dark blue) come from the M2K postal code with M2J (shown in brown) and M2N (shown in orange) having 78 and 38 respondents, respectively.

Question: Please identify your gender.



The survey asks an optional question to understand the demographics of the respondents. Many respondents identify as male.

Question: Your age.



Most respondents are between 20 and 54 years old.