



Malvern West Streets Plan Phase One public consultation drop-in event, April 16, 2024

Malvern West Streets Plan

Public Consultation Report
August 2024



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For questions about this report, please contact:

Anna Kim
Senior Coordinator, Public Consultation Unit
Anna.Kim@toronto.ca
416-338-1837

Consultation Summary

Public and interest group consultation for the Malvern West Streets Plan (MWSP) took place from April 2 to April 30, 2024. This was the first of two phases of consultation.

Consultation activities included a virtual community interest group meeting, three community-based pop-up activities, a public drop-in event, and an online interactive map. Participants were also invited to provide comments by mail, phone, and email.

Five people attended the virtual community interest group meeting on behalf of community organizations and schools, 27 people attended the in-person public drop-in event, over 30 people were engaged at pop-up activities, and 86 comments were received on the online interactive map. Five people provided comments by mail, phone, and email.

Communications to notify the public and interest groups about the project and opportunities to participate in the consultation included a project website, targeted emails to over 60 community interest groups, 9,417 flyers distributed by Canada Post throughout the project area, three community pop-up activities, and distribution of 1,500 postcards to local residents at schools, community organizations and shops.

Top priorities and issues raised by the participants through the Phase One consultation were:

- excessive speeding of motor vehicles on neighbourhood streets
- non-compliance with traffic regulations, like red lights and stop signs
- improved safety measures for vulnerable road users (signage, crossing guard, improved lighting, traffic signal coordination, barriers, midblock crossing, walkway, etc.)
- providing more crossing opportunities to create better pedestrian connections and safety

The feedback gathered through this consultation, along with technical considerations and City policies and guidelines, will inform staff recommendations to City Council.

A second phase of public consultation is planned for fall of 2024 to update residents about possible measures and gathering their opinions on those measures.

More information about the project can be found at toronto.ca/malvernweststreets.

Project Overview

The Malvern West neighbourhood was nominated for a Neighbourhood Streets Plan (NSP) by the Ward 23 Scarborough North City Councillor in 2023.

Neighbourhood Streets Plans (NSPs) are a service for neighbourhoods where traffic and travel patterns may be impacting the safety and mobility of people using the streets.

Through the NSP process, which consists of two phases of public consultation, a team of City staff work with communities to identify local issues and opportunities, prioritize the greatest needs (Phase One) and recommend changes to traffic operations and street designs (Phase Two).

The NSP aims to address four main areas of concern in the project area:

- 1. Road safety for vulnerable road users (i.e. seniors, school children, pedestrians and people cycling)
- 2. Excessive speeding
- 3. Excessive motor vehicle traffic on local streets
- 4. Supporting opportunities for active transportation (walking and cycling)

The Malvern West Streets Plan (MWSP) project is located in the area bound by Markham Road to the west, Finch Avenue East to the north, Neilson Road to the east, and Sheppard Avenue to the south.



Map of Malvern West Streets Plan study area

Overview of Communications and Consultation Activities

SHARE YOUR IDEAS AND EXPERIENCES TO MAKE NEIGHBOURHOOD ROADS SAFER

To consult with the local community, the City is developing a Neighbourhood Streets Plan for the Malvern West area that will identify local issues and opportunities, prioritize the greatest needs, and recommend changes to traffic operations and street designs.

MALVERN WEST STREETS PLAN

- Public Drop-In Event: Tuesday, April 16 (6-8:30 pm) at Lester B. Pearson C.I. (Cafetorium), 150 Tapscott Road. Tamil and Urdu interpretation available.
- Share your ideas and concerns on the **Interactive map** and the **online survey** at toronto.ca/MalvernWestStreets by Tuesday, April 30.

MalvernWestStreets@toronto.ca 416-338-1837 toronto.ca/MalvernWestStreets



Pop-up activities at Malvern Town Centre Mall and Lester B. Pearson Collegiate Institute

Communication Activities

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

- Project web page toronto.ca/malvernweststreets: 277 unique visits
- Notice delivered through Canada Post to 9,417 addresses in the project area. The notice was translated into Tamil and Urdu.
- Email to interest groups including residents' associations, community groups, organizations, institutions and elected officials: 60+ contacts
- Three pop-up activities held at community spaces: Lester B. Pearson Collegiate Institute, Malvern Town Centre Mall and TAIBU Community Health Centre.
- Postcards dropped off at local businesses, community spaces including the Muslim Welfare Centre food bank, the Malvern branch of the Toronto Public Library and Malvern Recreation Centre.

Consultation Activities

Public and community interest group comments on the project were received through the following consultation and engagement activities:

Activity	Date	Participation
Community Interest Group Meeting (Virtual)	April 4, 2024	Five attendees (60 invited)
Drop-In Public Event	April 16, 2024	27 attendees
Online Interactive Map & Survey	April 2 – 30, 2024	86 responses
Pop-Up Activities	April 10, 2024	31 participants
Email/Phone	April 2 – 30, 2024	Five individuals



Malvern West Streets Plan Phase One public consultation drop-in event, April 16, 2024

What We Heard

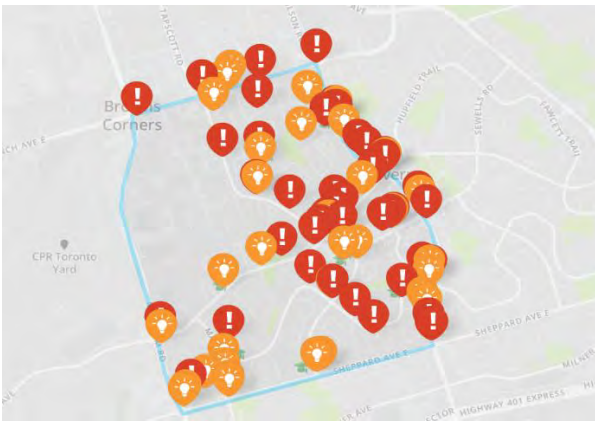
- Participants noted speeding as a neighbourhood issue and expressed support for traffic calming measures such as speed humps, lane narrowing, and curb extensions.
- Participants were concerned about the safety of vulnerable road users and communicated their support for measures like crossing guards, pedestrian crosswalks, and longer signal times for pedestrians crossing the road.
- Participants were concerned about non-compliance with traffic regulations, for example, drivers travelling through red lights or not stopping at stop signs and crosswalks.
- McLevin Avenue between Tapscott Road and Neilson Road was frequently cited as a street with speeding and non-compliance of motor vehicles with traffic control.

- Neilson Road at Crow Trail was frequently cited as an area of concern. Issues here include speeding and non-compliance with traffic regulations.
- Many road safety issues were location-specific, and recommendations from participants included measures to slow motor vehicles and support safety of vulnerable road users (e.g., crossing guards, improved lighting, traffic signal coordination, removal of barriers, midblock crossing options, availability of walkways, etc.).

Interactive Map and Survey

The interactive map and survey were available online through the project web page. The interactive map allowed respondents to identify specific locations within the project area where they experienced concerns or saw opportunities for transportation changes.

The survey included demographic questions. Participation was anonymous and optional (see Appendix for survey participant profile).



Interactive map for MWSP



Word cloud generated by Social Pinpoint from interactive map comments

Comments received through the interactive map are presented in the following table.

Topic	Location	Comment Summary
Road Safety (Conflict Management)	Crow Trail: Neilson Road to Trott Square	<ul style="list-style-type: none"> - Motor vehicle non-compliance with traffic signal. - Red light camera needed. - Cars do not stop at the red, especially when making right turns. - Pedestrian priority walk signal is ignored.
	McLevin Avenue: Tapscott Road to Neilson Road	<ul style="list-style-type: none"> - When the traffic signal is red, cars turn in front of pedestrian walkway. - Cars entering and exiting driveways do not yield to pedestrians before turning onto the street. - Participant experienced near miss with a motor vehicle when walking.
	McLevin Avenue: Neilson Road to Pinery Trail	<ul style="list-style-type: none"> - People cross at unsignalized mid-block locations to access the No Frills.
	McLevin Ave at Pinery Trail	<ul style="list-style-type: none"> - Cars frequently do not stop when the traffic light is red before making a right turn. - Concerns about the pedestrian priority walk signal; cars turning right on the red light have ignored it.
	McLevin Avenue at Tapscott Road	<ul style="list-style-type: none"> - Cars exiting and entering the residences here do not stop before the crosswalk resulting in many near misses and collisions with pedestrians. - Drivers making left or right turns do not drive into the appropriate lane of the road they are turning into. - Concern about safety at intersection the intersection as cars speeds and not stopping at red light
	Neilson Road at McLevin Avenue	<ul style="list-style-type: none"> - Drivers do not comply with the red light and many cars speed in the area. - When turning, people do not drive into the appropriate lane. - Residents living on the east side of Neilson Road make unsafe pedestrian crossing to access Pinery Trail.
	Neilson Road at Berner Trail	<ul style="list-style-type: none"> - Cars turn and do not yield for oncoming traffic flow between Berner Trail and Wickson Trail.
	Neilson Road at Crow Trail	<ul style="list-style-type: none"> - Cars and buses parked at the intersection obstruct the view of southbound or turning vehicular traffic.
	Markham Road at Sheppard Avenue East	<ul style="list-style-type: none"> - The sidewalks on Markham Road, north of the Markham-Sheppard intersection are too close to the road.

Topic	Location	Comment Summary
Road Safety (Conflict Management) cont'd	Markham Road at Sheppard Avenue East Cont'd	- Pedestrian safety can be improved by moving the sidewalks further away from the road.
	Markham Road at Finch Avenue East	- Supported bollards on the corners of the intersection. - High truck volumes discourage pedestrians from walking along Markham Road
	Finch Avenue East at Baldoon Road	- Request for a traffic signal
	Finch Avenue East at Neilson Road	- Concerns about pedestrian safety. - A pedestrian priority walk signal is suggested - A separated bike lane or a bike lane with bollard is suggested.
	Tapscott Road at Crow Trail	- Vehicles do not stop at the red light before making a right turn. - Enforcement is needed, or a red-light camera.
	Malvern Street: Sheppard Avenue East to Robbinstone Drive	- Motor vehicle non-compliance with stop signs. - Drivers do not look when making right turns.
	Malvern Street at Ormerod Street	- Drivers do not come to a full stop before making a right turn. Request for a crosswalk.
	Ormerod Street at Verna Crescent	- Concern about sightlines.
	Washburn Way at Tapscott Road	- Request for a crossing guard. - Suggestion to reduce the number of lanes from two to one
	Ormerod Street: Verna Crescent to Markham Road	- Request for sidewalks.
	Washburn Way at Mammoth Hall Trail	- Motor vehicle non-compliance with stop sign
	Washburn Way and Berner Trail	- Suggestion to place a traffic signal here.
	Speed Management	McLevin Avenue: Tapscott Road to Neilson Road
McLevin Avenue at Tapscott Road		- Cars and motorcycles speed.
Neilson Road at McLevin Avenue		- Cars speed in this area.
Crow Trail: Tapscott Road, Horseley Hill Drive, Neilson Road		- Cars speed near schools during drop-off and pick-up times. - TTC buses speed. - Traffic calming measures like watch your speed sign had been intentionally tampered with; better to attach signs to a concrete light pole.
Finch Avenue East at Neilson Road		- Traffic calming measures needed along Neilson Road.
Markham Road at Sheppard Avenue East		- Request for left-turn calming.

Topic	Location	Comment Summary
Speed Management cont'd	Markham Road: Sheppard Avenue East to Finch Avenue East	- Cars travel 20-30 km/h over the limit. - Request for peed cameras.
	Washburn Way at Tapscott Road	- Suggestion to install traffic calming measures like speed bumps.
	Mammoth Hall Trail at Snowball Crescent	- Motorists often speed along this stretch of the street.
	Berner Trail: Howell Square and Neilson Road	- Cars speed by Berner Trail Junior Public School. - Request for traffic calming measures.
	Wingarden Court and Crow Trail	- Cars frequently speed and do not stop at the stop sign before making a right turn and do not give pedestrians the right of way.
Volume Management	Crow Trail: Tom Longboat Jr Public School; near Neilson Road by St Gabriel Lalemant Catholic School	- Traffic congestion around schools during drop-off and pick-up times.
	Sheppard Avenue East at Washburn Way	- Advance green for traffic lights in all directions suggested owing to high volume of traffic during peak hours. Cars sometimes have to wait several cycles to turn left due to traffic volume.
	Neilson Road at Crow Trail	- Parking contributes to congestion.
	Neilson Road at McLevin Avenue	- Advance green for traffic lights on Neilson recommended at this intersection.
	Berner Trail: Neilson Road to Blackwell Avenue	- Too many cars parked on the road. - Request for improved pavement markings to delineate lanes.
Travel Demand Management	Neilson Road	- Support for bike lanes along Neilson Road.
	Neilson Road: Sheppard Avenue East to Finch Avenue East	- Add Bikeshare station here.
	Markham Road at McLevin Avenue	- Improved lighting needed here for pedestrians.
	Tapscott Road at Blackwell Avenue	- Protected bike lanes suggested for this street.
	McLevin Avenue: Tapscott Road to Malvern Street	- Protected bike lane suggested for this street.
	McLevin Avenue & Shepmore Terrace (Major Abbas Ali Park)	- There is no sidewalk to access Major Abbas Ali Park.

Topic	Location	Comment Summary
Travel Demand Management cont'd	Finch Avenue East: Tapscott Road to Markham Road	- Suggestion to lower speed limit or make a single lane of traffic for each direction and add a protected bike lane.
	Washburn Way at Tapscott Road	- Numerous cars park illegally during school pick-up and drop-off times
Other	Location not specified	- Increase the numbers of curb ramps and pedestrian crossings at park entrances and schools for better accessibility and visibility.

Pop-Up Activities

On April 10, 2024, pop-up activities were held at Malvern Town Centre Mall, TAIBU Community Health Centre and Lester B. Pearson Collegiate Institute. The activities consisted of information tables where people were able to provide feedback on large maps as well as on the virtual interactive map and speak with the project team. The project team also distributed postcards with information about the project, the website and an invitation to attend the public consultation event. Pop-up participant comments are summarized below.

Topic	Location	Comment Summary
Road Safety (Conflict Management)	Intersection of McLevin Avenue and Tapscott Road	<ul style="list-style-type: none"> - Pedestrians cross mid-block due to the far distance between intersections with traffic lights. - Driver non-compliance with red lights, stop signs and in the plaza. - Pedestrians need more time to cross at crosswalk.
Speed Management	Northeast and southeast	<ul style="list-style-type: none"> - Speeding frequently cited as a problem.
Volume Management	Malvern Town Centre Mall	<ul style="list-style-type: none"> - Difficulty driving in and out of the mall. Define vehicle travel lanes, given the narrow space.
Travel Demand Management	Crow Trail to Neilson Road	<ul style="list-style-type: none"> - Time to cross the road is too short for those with mobility issues.

Public Drop-in Event

At the April 16, 2024, public drop-in event, attendees were able to view information panels, speak with the project team and leave comments on a map of the project area. Participant comments are summarized below:

Topic	Location	Comment Summary
Road Safety (Conflict Management)	Intersection of McLevin Avenue and Tapscott Road	<ul style="list-style-type: none"> - Narrowing McLevin Ave with urban shoulders/dedicated left turn lanes might improve traffic flow and support traffic calming. - Request for crossing guard. - Cars do not stop at stop signs.
	McLevin Avenue	<ul style="list-style-type: none"> - Many people make an unsafe midblock crossing between Neilson Road and Pinery Trail because it is too far to walk to the traffic signal.
	Washburn Way: Tapscott Road to Sheppard Avenue East	<ul style="list-style-type: none"> - Pedestrian safety concerns. - Cars do not stop at the intersection when they have a red signal.
	McLevin Avenue at Markham Road	<ul style="list-style-type: none"> - More lighting needed. People driving disobey traffic signals, and the lack of adequate lighting makes it dangerous for pedestrians.
	Crow Trail and Neilson Road	<ul style="list-style-type: none"> - Pedestrians need more time at the crosswalk to cross; the duration of the signal is not enough time for people with mobility issues. - Stop signs on Crow Trail are not being obeyed.
Speed Management	Washburn Way and Mammoth Hall Trail	<ul style="list-style-type: none"> - Speeding is a common concern.
	Malvern St and Mammoth Hall Trail	<ul style="list-style-type: none"> - Cars do not stop at the crosswalk when pedestrians are crossing. - Speeding is a common concern. - Speed camera needed.
	McLevin Avenue	<ul style="list-style-type: none"> - Speeding is a common concern. - Sightline issue on McLevin Avenue due to the bend close to Leon's Furniture.
	Tapscott Road at McLevin Avenue	<ul style="list-style-type: none"> - Speed camera needed on the bridge for eastbound traffic
	Nahanni Terrace	<ul style="list-style-type: none"> - Speeding is a common concern.
Volume Management	McLevin Avenue at Neilson Road	Left turn lane onto Neilson Road recommended.
	Crow Trail and Neilson Road	<ul style="list-style-type: none"> - Busses occupying curb lane at bus stop cause sightline issue for the pedestrians and cars turning
	Malvern Street	<ul style="list-style-type: none"> - Used by cars as a through route to Sheppard Avenue.
	Tapscott Road and Washburn Way.	<ul style="list-style-type: none"> - Vehicles Park on Washburn Way, which blocks the view of drivers.

Topic	Location	Comment Summary
Road Safety (Conflict Management)	Intersection of McLevin Avenue and Tapscott Road	<ul style="list-style-type: none"> - Narrowing McLevin Ave with urban shoulders/dedicated left turn lanes might improve traffic flow and support traffic calming. - Request for crossing guard. - Cars do not stop at stop signs.
	McLevin Avenue	<ul style="list-style-type: none"> - Many people make an unsafe midblock crossing between Neilson Road and Pinery Trail because it is too far to walk to the traffic signal.
	Washburn Way: Tapscott Road to Sheppard Avenue East	<ul style="list-style-type: none"> - Pedestrian safety concerns. - Cars do not stop at the intersection when they have a red signal.
	McLevin Avenue at Markham Road	<ul style="list-style-type: none"> - More lighting needed. People driving disobey traffic signals, and the lack of adequate lighting makes it dangerous for pedestrians.
	Crow Trail and Neilson Road	<ul style="list-style-type: none"> - Pedestrians need more time at the crosswalk to cross; the duration of the signal is not enough time for people with mobility issues. - Stop signs on Crow Trail are not being obeyed.
Travel Demand Management	McLevin Avenue, west of Tapscott Road	<ul style="list-style-type: none"> - Green space can be used for bike and walking trails.
Other	Neilson Road and Finch Avenue East	<ul style="list-style-type: none"> - Bus stop is too far from crosswalk. TTC customers cross midblock to access #133 - 39 B Finch East Bus.
	Location not specified	<ul style="list-style-type: none"> - Too many signs create distraction. - Curb extensions make it difficult for turning vehicles. - Education for all street users is needed. - Not in favour of bike lanes. - Do not want speed humps on the streets.

Interest Group Feedback

The comments received at the meeting with community interest groups are summarized below:

Topic	Location	Comment Summary
Road Safety (Conflict Management)	Washburn Way at Dr. Marion Hilliard Sr. Public School	<ul style="list-style-type: none"> - Noncompliance of motor vehicles with pedestrian crossing - History of collisions at the crosswalk - Recommend moving crosswalk closer to school - Cars block special needs school buses from pulling into the school.
	Malvern Street	<ul style="list-style-type: none"> - Drivers do not comply with crossing guards' directions.

Additional Feedback

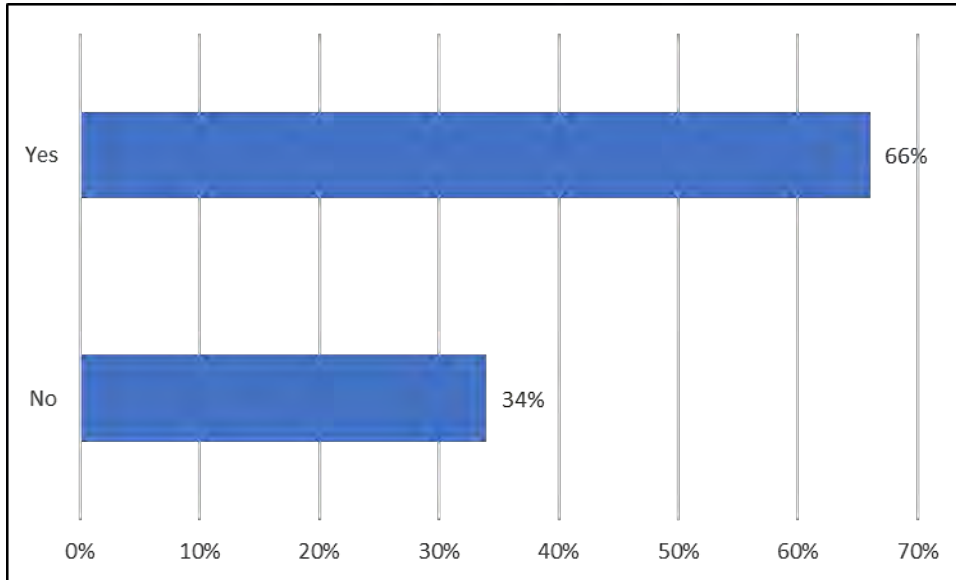
The comments received through phone and email are summarized by theme below:

Topic	Location	Comment Summary
Road Safety (Conflict Management)	McLevin Avenue at Neilson Road	<ul style="list-style-type: none"> - Request for dedicated left turn lanes to facilitate turns from McLevin Avenue to Neilson Road. Currently, traffic on McLevin Avenue can either turn left and/or go straight, causing confusion and queuing.
Speed Management	Neilson Road and Crow Trail	<ul style="list-style-type: none"> - Safety concerns crossing Neilson Road at Crow Trail. - Motor vehicle non-compliance with traffic regulations, especially traffic signals.

Appendices

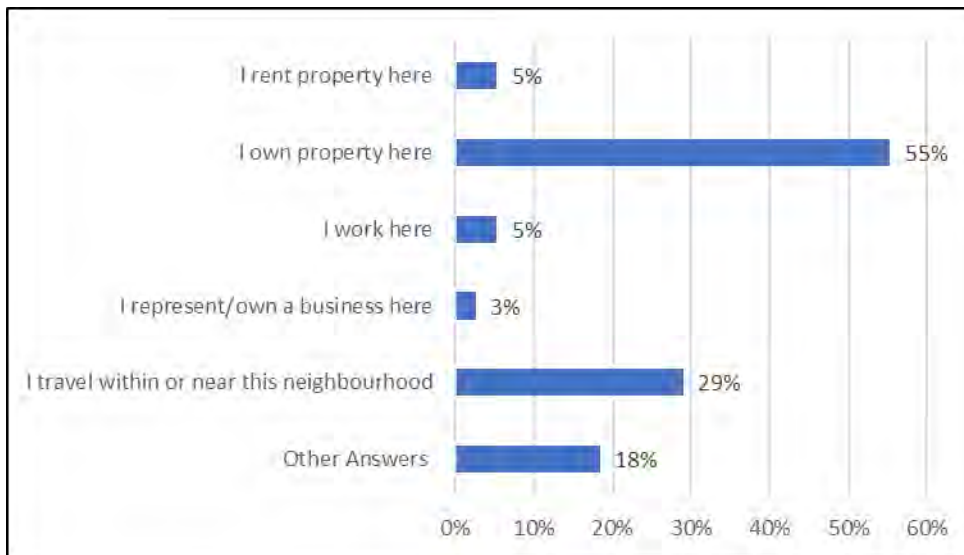
Appendix A: Survey Participant Profile

Do you live in Malvern West (between Neilson Road, Markham Road, Finch Avenue East, and Sheppard Avenue East)?



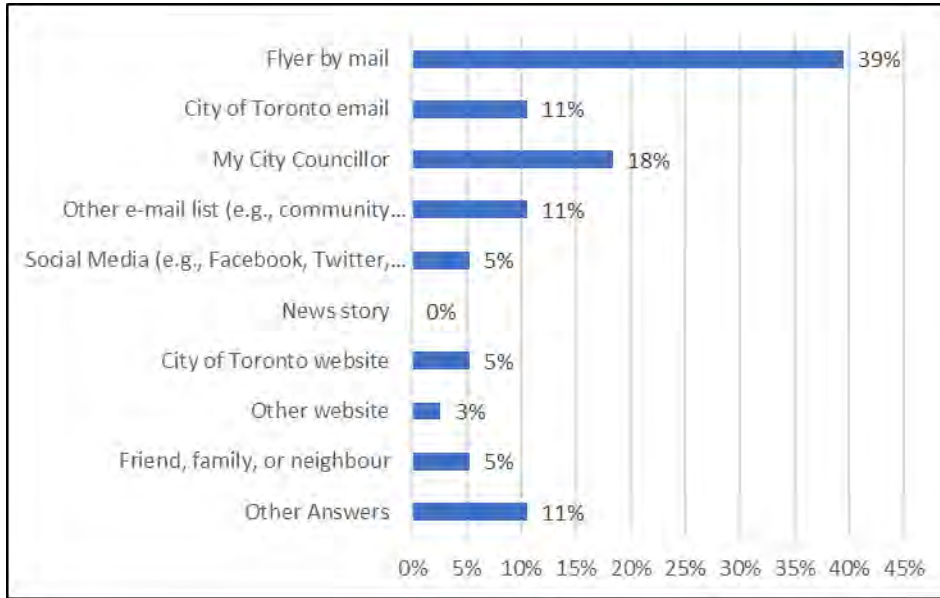
Most survey respondents live in the neighbourhood (66%).

Please describe your relationship to Malvern West



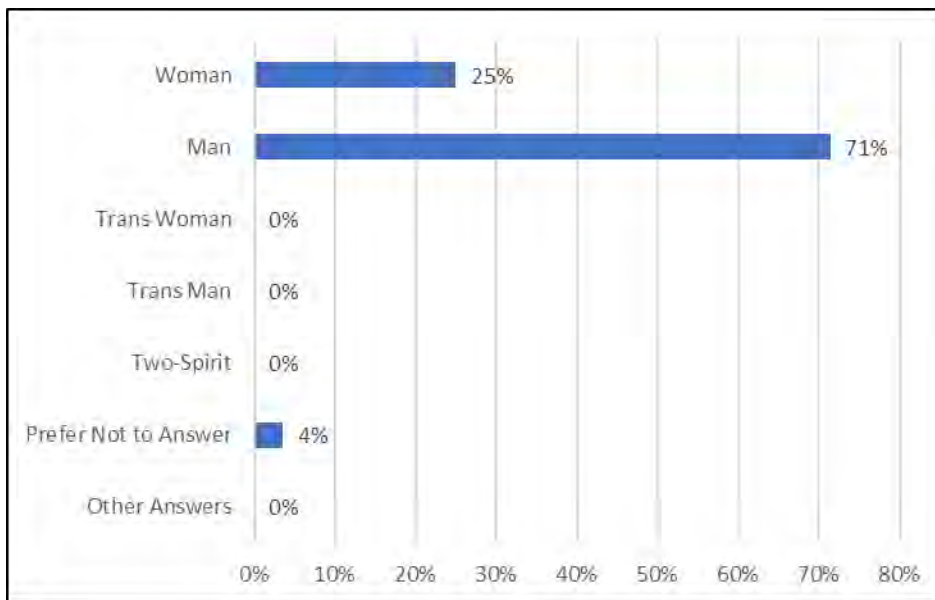
Most survey participants either own property (55%) in the neighbourhood or travel (29%) within or near this neighbourhood.

How did you hear about this project?



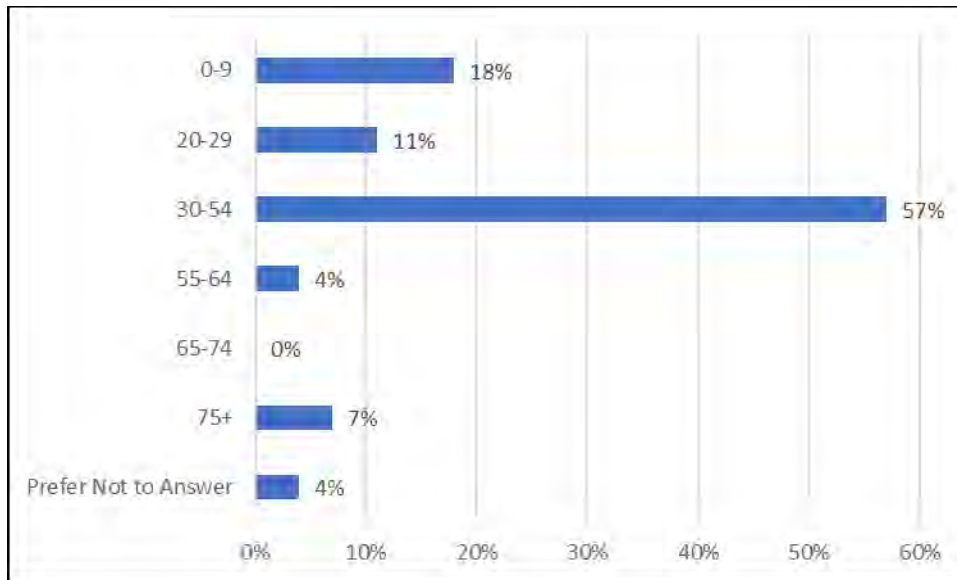
The majority of survey participants learned about the project through receiving the project flyer by mail (39%) followed by receiving information from the councillor's office (18%).

What best describes your gender?



The majority of survey participants selected 'Man' as their gender (71%), which is disproportionate to the demographic profile of Malvern West, where males make up 49% of the population.

What is your age?



57% of survey participants are 30-54 years old which is relatively representative of this age group in the neighbourhood of Malvern West. 2016 Statistics Canada Census Data reports that 41% of residents in the project area are 25-54 years old.