

# Preliminary Construction and Traffic Management Planning

## Public Consultation Report Open House and Online Consultation #1

August 15, 2012



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## 1. Executive Summary

On Wednesday, June 27, 2012 Metrolinx held a Public Open House at Beth Sholom Synagogue (1445 Eglinton Avenue West) to discuss the Preliminary Construction and Traffic Management Planning for the Allen Road Area, and to obtain community feedback. On the same day, an online consultation launched on The Crosstown website where the display boards were posted along with questions for those who were unable to attend the Public Open House. The online consultation ran from June 27 until July 11, 2012.

The purpose of this consultation was to identify key areas of public interest regarding the preliminary construction and traffic management planning for The Crosstown, specifically in three key areas:

1. Preliminary construction plans;
2. Preliminary traffic management in the vicinity of Allen Road; and,
3. Preliminary interest in a community-driven “Shop Local, Shop Eglinton” initiative to support local businesses to start in 2013

This forum provided an opportunity for Metrolinx to obtain feedback early in the planning process, and to fully understand community concerns.

### 1.1 Summary of Consultation Methods

The methods used to engage the community and gather information during this consultation included the Open House, Presentation, and an online questionnaire. The June 27<sup>th</sup> Open House event attracted 157 people, many of whom provided input and voiced recommendations to the attending staff. Fifty-three attendees completed a written questionnaire (see Appendix B).

The project team heard and discussed the ideas of area residents over the course of the two-hour Open House/Meeting, with staff members documenting discussions and input throughout.

The online consultation was promoted as an alternative to attending the event in person. It featured several rating questions relating to construction traffic, as well as open-ended questions for written, detailed feedback. Visitors to [www.thecrosstown.ca](http://www.thecrosstown.ca) could also access the same slideshow used in the Open House. The online consultation ran from June 27<sup>th</sup> until July 11<sup>th</sup>, 2012; 68 people participated in the online consultation.

### 1.2 Summary of Comments Received

A summary of the most common comments raised during the Preliminary Construction and Traffic Management Planning Open House and online consultation is presented below, with detailed comments provided in section 3.

### **Potential Allen Road Closure (northbound at Eglinton)**

Many respondents expressed concerns about the potential closure of Allen Road northbound access at Eglinton during construction (*southbound access and northbound access at Lawrence would remain open*). Many discussed how this closure would increase their commute time in and out of the area and felt an option that kept Allen Road northbound access at Eglinton open was preferable. Conversely, many also expressed the opinion that finishing the construction as quickly as possible was also their preference (the proposed closure is projected to save one year of construction time).

### **Safety, Accessibility & Communication**

Many participants voiced concerns about safety and accessibility to local homes and businesses for pedestrians, drivers, cyclists, and transit riders during construction. Several highlighted the need for a comprehensive way-finding signage program. Many said that more strict enforcement of contractors to keep sidewalks safe and open is required. A pro-active communication program was supported to help Torontonians plan alternate routes well ahead of time.

### **Maintaining Traffic and Transit Functionality**

A prominent concern for many participants was maintaining as close to normal-transit and traffic operations during construction. This included strategies to ensure access for EMS and Fire and devise strategies to accommodate TTC customers on Eglinton #32 buses during construction.

### **Side Street Traffic Infiltration**

Many residents of neighbouring residential streets discussed their concern with increased traffic infiltration during construction and the need to prevent it. They noted how bad the infiltration already is - even with many turning restrictions in place. Some asked for a review of the current restrictions and potential to convert some one-way streets (*temporarily*) if it would improve safety and traffic flow during some phases of construction.

### **Complete Streets – Prioritizing Pedestrians, Cyclists & Transit**

As with some previous station-design consultations, many respondents promoted a “complete streets” philosophy. This contingent of stakeholders, including representatives of “Cycle Toronto” called for both a design and construction strategy that prioritizes the movement of pedestrians, cyclists and transit users, including wide sidewalks and mobile bike parking during heavy construction.

### **Supporting Local Businesses**

Many participants focused on the importance of maintaining accessibility for area residents to their local BIAs, and the importance of supporting local businesses during construction. Many felt that Metrolinx and/or TTC should provide both

promotional and financial support to local businesses due to future disruptions. Specific requests were made to implement a two-hour time based transfer to allow transit users to shop at local businesses without paying a second transit fare.

### Ben Nobleman Park

As with the earlier Allen Road consultation, there was a great deal of discussion of preserving the Ben Nobleman Park and community orchard. Many respondents expressed concern that the park would be used as a staging area during construction. They noted how important the orchard and playground are for local children and residents. Some others indicated that the park should be explored as a construction staging area, only if it could reduce the duration of traffic and construction impacts to Allen Road and be re-built and enhanced for the community following construction.

### Planning for the Future

Many respondents focused on life on Eglinton Avenue after construction is completed. While voicing their support for the project, they noted the need for additional big picture traffic and transit plans for the area. Several respondents lamented the horrific state of traffic on Eglinton (prior to construction), and called for ways to make active forms of transportation (cycling, walking) more attractive in the community for decades to come.

### 1.3 Open House vs. Online

Both Open House and online participants agreed on the importance of **safety, EMS and fire response, maintaining transit service** during construction, and on the relative lack of importance of the **visual impacts of construction**. However, online respondents placed far more importance on **cycling access and accessibility** than Open House respondents.

### 1.4 Open House Feedback

During the Open House, participants were asked to complete a questionnaire related to traffic management during Crosstown construction. 53 questionnaires were submitted by Open House attendees.

#### 1.4 a) Demographics of Open House Participants

The questionnaires contained several demographic questions, to help determine which stakeholder groups were in attendance and what issues concerned them the most. Individuals could select more than one category. Here is the breakdown:

Respondent	Number	Percentage
Local Resident	37	69.8%
Transit Rider	17	32.1%
Local Business	8	15.1%

Local Agency or Institution	4	7.5%
Other	2	3.8%
Community Group Representative	2	3.8%

Respondents also indicated their transit ridership/transportation tendencies:

Transit/Transportation form	Number	Percentage
Car (single passenger)	39	73.6%
Subway	32	60.4%
Bus	22	41.5%
Walk	20	37.7%
Streetcar	7	13.2%
Bike	6	11.3%
Carpool	4	7.5%
GO Train	2	3.8%
Other	1	1.9%

#### 1.4 b) Areas of Most Importance to Open House Participants

Participants were asked to rate the importance of certain aspects of traffic disruption and planning. Of the topics queried, **EMS and fire response** was the most important issue, as 92.5% of respondents identified it as either very or somewhat important (81.1% very important). Other topics of importance included **safety**, which 92.5% of respondents ranked as either very or somewhat important (77.4% very important); keeping to a **construction schedule and providing advance notification** of construction, which 90.6% of respondents ranked as either very or somewhat important (64.2% very important); and maintaining efficient transit service during construction, which 88.7% of respondents ranked as either very or somewhat important (50.9% very important).

#### 1.4 c) Areas of Least Importance to Open House Participants

The **visual impacts of construction** was rated as either not very or not at all important by 66% of respondents (28.3% not at all important), the lowest ranking topic surveyed. **Cycling access and accessibility** was met with mixed results, as 50.9% of respondents rated it as either not very or not at all important (22.6% not at all important).

#### 1.4 d) General Feedback

Respondents were asked several questions related to their general impressions of The Crosstown project. Of those surveyed, 79.2% either strongly or somewhat agreed that The Crosstown **would be good for their neighbourhood and for Toronto** (58.5% strongly agree). Additionally, 83% either strongly or somewhat agreed that they **have a good understanding** of The Crosstown project (35.8% strongly agree). Another 79.2% either strongly or somewhat agreed that they were **interested in learning about the construction of The Crosstown**, including how stations will be designed and built (58.5% strongly agree). Lastly,

67.9% either strongly or somewhat agree that the **construction will be worthwhile** in the long term in spite of the disruptions (41.5% strongly agree).

## 1.5 Online Consultation Feedback

As of July 11, 2012, 68 questionnaires were submitted by online participants.

### 1.5 a) Demographics of Online Participants

Respondents were asked several demographic questions; eleven (11) declined to answer. Of those who responded, here is the breakdown:

Respondent	Number	Percentage
Local Resident	30	52.6%
Transit Rider	13	22.8%
Other	10	17.5%
Community Group Representative	3	5.3%
Local Business	1	1.8%
Local Agency or Institution	0	0%

Travel Patterns (8 skipped this question):

Transit form	Number	Percentage
Subway	37	61.7%
Bike	28	46.7%
Walk	26	43.3%
Bus	26	43.3%
Car (single passenger)	26	43.3%
Streetcar	18	30.0%
Carpool	9	15.0%
Other	2	3.3%
GO Train	1	1.7%

### 1.5 b) Areas of Most Importance to Online Participants

The topic of most importance to online participants was **safety**, which 94.1% of respondents ranked as either very or somewhat important (77.9% very important). Other areas of importance included **maintaining transit service** during construction, which 91.2% of respondents ranked as either very or somewhat important (67.6% very important); **EMS and fire response**, which 91.2% viewed as either very or somewhat important (63.2% very important); and having **access to local business**, which 91.2% viewed as either very or somewhat important (61.8% very important).

### 1.5 c) Areas of Least Importance to Online Participants

Online participants agreed with Open House respondents on the **visual impacts of construction**, with 58.8% rating it either not very or not at all important (26.5% not at all important). The importance of the **effects on local parking** was met with

mixed results, as 52.9% of respondents rated it as either not very or not at all important (25% not at all important).

### 1.5 d) General Feedback

Online respondents were asked several questions related to their general impressions of The Crosstown project. 61 participants responded; of those, 95.1% either strongly or somewhat agreed that The Crosstown **would be good for their neighbourhood and for Toronto** (86.9% strongly agree). Additionally, 90.2% either strongly or somewhat agreed that they **have a good understanding** of The Crosstown project (49.2% strongly agree). Another 96.7% either strongly or somewhat agreed that they were **interested in learning about the construction of The Crosstown**, including how stations will be designed and built (78.7% strongly agree). Lastly, 91.8% either strongly or somewhat agree that the **construction will be worthwhile** in the long term (72.1% strongly agree).

## 2. Public Notification

The following section lists the methods used to notify stakeholders and the public about the Preliminary Construction and Traffic Management Planning Consultation, in addition to e-mail notification to all who had attended a previous Crosstown consultation and notices on the project website, Facebook and twitter pages. Samples of the Canada Post drops and newspaper ads are included in Appendix A.

### 2.1 Canada Post Drops

On June 12, 2012, 25,312 public notices for were delivered via Canada Post to all properties approximately 1km north and south of Eglinton Avenue from Dufferin to Chaplin.

### 2.2 Newspaper Ads

On June 21, 2012, newspaper ads were published in the City Centre Mirror and the York Guardian, reaching an estimated audience of 164,700.

## 3. Comments Received

The following section is a compilation of comments received in both the Open House and the online consultation. Comments and questions are grouped according to common themes.

### 3.1 General Comments

- Construction is going to be tough no matter what.
- There will be disruption, but you gotta do it.
- I would take the TTC more often if it was convenient and this project is very important in improving service and hopefully alleviating traffic in the long term and encouraging more people to take transit.
- Local and regional traffic will adjust to construction conditions as they always do with major construction projects.
- I use the Allen for most trips north of Eglinton, (e.g. work commute) and more frequently the TTC for south of Eglinton. Better public transit across town would make a significant difference for access to different parts of the city.

### 3.2 Safety and Accessibility

- Most important to me is active transportation infrastructure: safe pedestrian and cycling infrastructure.
- Cyclist and pedestrian safety must be paramount especially in the school zones on Eglinton.
- Safety is of the utmost importance - cars/buses and cyclists will be in closer proximity.
- I am concerned that during construction, car traffic congestion on Eglinton will reach new highs, which will make it even more unpleasant and unsafe for transit users and cyclists to use the road.
- Keep all of us who live in the corridor safe and protected from air/noise/visual pollution and contaminants as well as big machinery.
- Construction will be a huge disruption to the city and flooding the streets with more cars, and as a result will be a safety concern to pedestrians and children.

### 3.2 a) Speed

- Vehicle speed and volume are already far too high - you have an opportunity to fix this long term.
- The number of cyclist and pedestrian deaths is far too high on Eglinton.
- Traffic volume and speed must be reduced. Speeds of "70 to 80" km/hr are common on Eglinton in the school zone in Leaside according to traffic enforcement police. Police took Global News to Leaside for their "Bad Driver" series to showcase unsafe driving and issued tickets while being filmed in 2009. [A reporter asks whether Eglinton and Laird is a "danger zone"](#). According City data, there are about 185 collisions on Eglinton in Leaside per year. These collisions often cause gridlock and injury. A local group so frustrated with the state of Eglinton started the [documenting](#) the collisions on Eglinton in Leaside.

### 3.2 b) Cyclist-specific access and safety

- As a cyclist, I want to ensure that I have safe routes along Eglinton during and after construction.
- Important to me that safe access for bicycles is optimized.
- Lack of safe routes for cyclists is my biggest concern.

### 3.2 c) Community access

- Safe pedestrian access to the station without mixing pedestrians and traffic is important.
- Driving with caution and decent accessibility to local residents is important.
- Important to maintain access and thoroughfare - Eglinton is a busy street so delays are not ideal.
- The contractors need to keep the sidewalks accessible and have well-advertised detours and wayfinding.

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- Access to trails from the stations is really important if we want to encourage people to use multiple modes of transport.
- Not being able to access transit and routes in/out of the area is a concern.
- Foot traffic safety- please maintain clear walkways.

### 3.2 d) Station Entrance at Eglinton West/Allen Road

- Ensure safe entry/exit to Eglinton West Station from the South side.
- South side Eglinton West Station entrance is needed to at Eglinton/Allen please (Ben Nobleman Park option preferred please!)
- Residents south east of Eglinton West must have a south entrance.
- Use the police station for the south side station entrance to Eglinton West and not the park.

### 3.3 Maintaining Traffic Flow during Construction

- Every time there is any problem with traffic in the area my drive time doubles or triples.
- Have sufficient police controlling traffic.

#### 3.3 a) Potential Allen Road closure

- We need access to Allen Road from Eglinton, and vice versa. Blocked access to Allen Road will translate to 1.5 hours of extra driving every day.
- The proposed closure of north-bound Allen for one year seems like very long time.
- I am most concerned about the major added time it will take to travel south and north on Allen road.
- Traffic improvements must be considered at Lawrence to support the closure of Allen northbound at Eglinton.
- Minimize closure of north-bound Allen.

- Ensure all alternate north-south routes are clear if Allen is closed to northbound traffic at Eglinton.
- Coming from north of Eglinton, require SB access without excessive delay.
- Ensure traffic can get on and off Allen Rd in an efficient manner.
- To get to northbound Marlee to access Allen Road at Lawrence, ensure traffic does not cut through onto Fairleigh Crescent.
- Do not close the Allen!
- Marlee & Bathurst do not replace a major access into to the north of the city. It is unreasonable to suggest closing the Allen.
- Do not close the Allen in either direction. Help traffic flow by adjusting or eliminating the one-way streets.
- I would prefer to go slower on Eglinton and keep Allen open.
- Do not close the Allen Expressway from Eglinton to Lawrence. Listen to people who live in the area and do alternative planning.
- Once the Allen is closed in either direction, traffic will redirect to Marlee and will take twice as long to get to work.
- I am most concerned about the shutdown of access to Allen North, but if this is happening, should shut down lots of Eglinton in the area, to make use of reduced traffic to expedite station construction.
- I would prefer Allen closed if it speeds up construction, even if it inconveniences me.
- Speed up construction as much as possible. Put the staging area in the Allen to save a year of construction and to also save a neighbourhood gathering place.
- We are so excited about the LRT. We know there will be problems. I fully support closing the Allen! I'd be happy if the Allen was closed permanently.

### 3.3 b) Recommended traffic management approaches

- Important that all options are considered to ease traffic during construction - signal times, advance greens, getting rid of parking, lifting restrictions on streets to create alternative routes.
- Open up one way streets with restricted turns. For example, if Atlas, south of Eglinton were two-way, people from Beth Shalom could make their own way to Bathurst without having to go onto Eglinton.
- Develop a new plan for existing one-way streets to keep traffic moving.
- Improve access to get home- change turn restrictions during rush hour. Close Allen south of Lawrence during construction to limit volume of vehicles.
- Make southbound Allen *both* north and south to maintain crucial access to Allen and 401 North.
- Look to ways to reduce auto traffic, including safe and convenient routes for cyclists and pedestrians, emphasizing transit (bus) priority, extended bus transfers to encourage shopping using transit, support carpooling through SmartCommute, encouraging car sharing.
- Ensure that a closed NB Allen Rd can be accommodated in other ways (E.g. NB ramp at Lawrence, or direct ramps to 401).
- Should Allen NB be closed, open the Allen for non-motorized use. Cyclists, joggers and roller-bladers would be delighted about the new space, and it would be a great way to ensure a steady flow of foot and bike traffic into the neighbourhood, which would benefit local businesses.
- The reduction in automobiles that will happen when Eglinton becomes a more public transportation friendly route gives Toronto a once in a generation chance to re-build this road into something that is not only public transportation friendly but also active transportation friendly. Planners need to look to ways to reduce auto traffic.
- Having an overall traffic reduction strategy is crucial. We can't just mitigate the existing traffic levels - Eglinton will become a perpetual traffic jam.

- Distribute resident permits colour-coded large enough to be seen to allow only permit holders in certain quadrants during rush hours to discourage through-commuting on Eglinton for people with other options.

### 3.3 c) Traffic flow

- Keep it moving as best as possible.
- Important that there is sufficient parking along Eglinton but that the traffic flows at a proper pace.
  
- Important that that at least one lane be open, both ways, on Eglinton Avenue all the time.
- Ensure construction moves with ease and delays/traffic is minimized.
- Close attention to movement-changing traffic, rules as need change.
- I don't want to be stuck in even longer traffic jams.

### 3.3 d) Transit during construction

- Important that transit is able to continue to operate effectively.
- Buses should still be able to arrive on time.
- We need bus service continues uninterrupted, access to main arteries.
- Keep 32 bus running smoothly.
- Prioritize use of street by transit, cycling, pedestrians.
- De-prioritize parking to keep transit and traffic moving.

### 3.3 e) Reasonable delays

- Keep disruption to a reasonable level, striking the proper balance between delays in construction versus traffic.
- Concentrate on fewer location disruptions at one time.
- Plan so that interruptions to traffic are as short as possible.

Questions About Functioning During Construction (See Answers in Appendix C)

- Where are the bus stops on one lane of traffic in each direction?
- Where will construction workers park their cars?
- Can we use subway green space for staging?
- Will the same construction methods be used here as the old Eglinton West Subway?
- How is the power requirement for ECLRT generated?
- When is the northbound Allen Road Closure proposed?

### **3.4 Existing Traffic Problems**

- I'm worried the project will not solve the problems inherent in the Allen intersection or take advantage of the opportunity for long term improvements.
- Develop an overall traffic reduction strategy to reduce auto traffic levels, and make it safe and convenient to use other modes of travel like walking, biking and transit.
- Re-arrange the Eglinton-Allen intersection so that it's no longer a death-trap.
- The Crosstown implementation will also be a perfect time to revisit ideas regarding traffic flows along Eglinton and especially between Yonge and Mount Pleasant. The Crosstown won't do much to improve the traffic situation in that stretch and we should look at reorganizing parking/traffic flows.
- Speed bumps in the street are not effective.
- Important that it doesn't get worse than it already is, especially the major artery of Black Creek Drive and all its major intersections.

### **3.5 Complete Streets**

- Traffic reduction could be achieved by facilitating safe access for cyclists and pedestrians, enhancement of bike parking, removal of on-street car parking, giving priority to buses during and after construction.
- Extend bus transfer times to encourage shopping, and getting the word out about carpooling, for example through SmartCommute.
- Encouraging cycling would be a great way to reduce car traffic and congestion during and after construction, while helping to ensure local businesses continue to be patronized by their local and near-local customers.
  
- Cycling needs to be encouraged as an alternative way to get around. In high traffic, travelling by bike is considerably faster than by car or by bus.
- Increasing the number of people taking alternate modes of transit will improve auto traffic flow as well - fewer cars means less traffic!
- The construction contractors need to be included in the construction mitigation - this needs to be written into the contract. They can't post illegal signs like "cyclists must dismount", and the sidewalks should only be closed as a last resort.
- Mobile bike parking stands or racks can be used close to the construction areas, so they can be moved around as the construction progresses.
- Encourage cycling and transit use on Eglinton during construction through incentives like plentiful bike parking, priority for buses and bikes, and shop local campaigns providing extra perks to cyclists or transit users.

### 3.5 a) Long term cycling planning

- Bikes and bike share programs work well with subways and LRTs.
- Please make the new Eglinton bike friendly by adding a physical bike lane.
- It is essential that the LRT be accompanied by proper bike infrastructure. The existing bike lane that runs west from Jane should be extended east

- at least as far as Caledonia. This will allow cyclists to connect to the Beltline Trail. It will also allow riders to travel safely to Pearson Airport.
- If there is one stretch in the western alignment that needs to be bike-friendly, it is in the Black Creek river valley where a steep ascent is located west of Keele. Cyclists desperately need a bike lane when going up this hill.
  - Multi-modality on the LRT will be enhanced if a proper connection is made with the eventual northern extension of the West Toronto Railpath.
  - Would love to see bike lanes added to Eglinton between Caledonia and Jane connecting the belt line trail to the lanes west of Jane and creating a continuous path from West of the 427 to Mt. Pleasant.

### 3.6 Side Street Traffic Infiltration

- As residents of Elm Ridge Drive, we are extremely concerned about Elm Ridge being used as Eglinton bypass even more than it already is. Our street is a residential street and should not be subjected to 8 years of heavy traffic levels.
- Turning right onto Strathearn Road from Eglinton is important.
- Traffic blockages will create problems for local neighbourhoods, which people will use as detours.
- Residential streets south of Eglinton not be used as short-cuts to the Allen by north-bound traffic. This happens now all the time, despite extensive turn restrictions.
- Protect our residential streets from the traffic by closing access to local roads if necessary.
- I'm concerned about diversion of traffic to Marlee.
- Create a high flow corridor through Marlee from Eglinton to Allen and Lawrence.
- Open side streets, a lot of congestion could be mitigated now by doing this.

- A local street could easily become a major detour if traffic can't move on Eglinton.
- I'm most concerned that traffic will be re-routed from Eglinton along Old Forest Hill Road (North of Eglinton to Glen Arden).
- I am concerned about traffic infiltrations during construction at Old Forest Road (east of Bathurst); currently, trucks wait until after 9:00 to turn right (also at Glenarden).
- Traffic including UPS trucks take Glenarden to Old Forest Hill and vice versa, there are many children.
- I am concerned about diverted traffic on Old Forest Road - speed bumps lowered, I want them raised.
- We live on Roselawn Ave; we would expect a major increase in traffic on this street for several years!
- Concern about thru-traffic on street during construction at Elmridge (ties into Roselawn).
- Lessen traffic restrictions through residential streets during interim to deal with added congestion on Eglinton.
- There should be no access to the left north bound on Bathurst to Ridge hill to Aldburn to Fairleigh Cres.
- I live on Roselawn Ave, one of 2 E-W streets between Eglinton & Lawrence. Huge Caledonia-Bathurst impact.
- Castlefield, Roselawn, Elm Ridge all need careful monitoring so they don't become highways.

Questions About Side Street Traffic (See Answers in Appendix C)

- Do you have any plans for keeping cars off local streets, Glen Arden?

### 3.7 Alternate Routes

- Alternate routes need to be in place.

- Extra police services to help manage the traffic diversions
- Implement a massive traffic diversion plan from Eglinton during construction. The objective should also be a long-term significant reduction in traffic volume and speed.
- Minimize the duration of the construction and disruptions even if it leads to bigger traffic problems in the short term. Even closing the road if it results in significant savings.
- Co-ordinate with projects to the north and south to ensure alternate routes are not also impacted by construction.
- This will be an extremely difficult thing to manage- all traffic will try and find alternate routes.
- Create a high flow corridor through Marlee from Eglinton to Allen & Lawrence.
- Create safe, monitored detours through restricted access neighbourhoods.
- Make sure any detours can accommodate traffic load.
- Traffic diversion from Oakwood, I want to get to Lawrence.

Questions About Alternate Routes (See Answers in Appendix C)

- Will there be active diversions or will it be find your own way?

### **3.8 Gridlock**

- I worry about too much congestion and diversions from construction.
- Traffic jam prevention and maintaining TTC bus schedules is very important.
- Road rage caused by gridlock is a big concern.
- My biggest concern is traffic chaos.
- I'm concerned rush hour traffic will become completely gridlocked while construction is occurring.
- Being stuck in traffic because there isn't enough space to move is my biggest concern.

- Ensure signs redirecting traffic are correct (on occasion they have shown the wrong lane ending and needing to merge); put up yield signs to encourage sharing the road.
- Backlog due to lane closures and closure of Allen Road.

Questions About Gridlock (See Answers in Appendix C)

- I expect total gridlock for 10 years; tell me how this is going to be handled.

## 3.9 Communication

### 3.9 a) Notifications

- Advance notification of disruptions including accurate estimates of duration.
- Important that closures be communicated in advance.
- Keep area residents apprised of all local construction and the timing. Also having quick response team for violations.
- Lots of communication so people can plan accordingly.
- Need more info/clarity as to what will be happening, what it will look like (benefits) when completed.
- Progress is communicated in a timely manner, web/sms/email, use to good effort.
- Advertising alternative driving & transit routes. Take frequent pictures of progress.
- Keeping people informed of developments.
- Provide advanced notice of closures so motorists can avoid the area.
- Use social media.

### 3.9 b) Consultations

- Thank you for consulting the community. I hope you got good feedback that you will consider as the planning and construction move forward.
- Ensuring the public can provide input and obtain information at each stage on line is very important to me. I have mobility issues and would find it difficult to provide this input and obtain the information in person.
- Good communication with residents, very responsive community liaison personnel/people to help troubleshoot (e.g. Access to street that is closed if mobility impaired wheelchair).
- Keep the community informed.
- Clearly explain pros and cons of your proposals such as closing Allen Road northbound and ask communities early for their opinions on different options when there are options (e.g. using Ben Nobleman as a staging area).

### 3.10 Timelines

- Important that the planned work is completed on time.
- Concerned about delays and poor quality of work.
- Construction impacts (such as inconvenience) are a necessary evil. Need to endure it and get it over ASAP.
- I think construction is being drawn out over a longer period because 24-hour construction is not being planned throughout the project.
- I'm concerned about it taking longer than necessary.
- My main concern is that it remains on schedule and gets completed fast.
- Work with integrity and meet your deadlines.
- Keep your eye on the ball and not get delayed by neighbourhood hysteria.
- Do not be overly sensitive to demand of small, well-connected lobby groups who will drive the project to waste time and money meeting their niche demands.
- Work both day and night shifts to speed up the construction.

- Get the project done ASAP and coordinate tasks so they can get the job done correctly the first time around.
- Any construction is a disruption. The goal is to get in and out as quickly as possible.
- It is not proceeding fast enough.
- Get done as fast as possible- not like St. Clair West.
- Work at night when possible.
- I suggest extending project duration to stagger station construction.

Questions About Timelines (See Answers in Appendix C)

- Why is this taking so long?

### **3.11 Environmental Impacts**

- My biggest concerns are air pollution and noise pollution.
- I'm concerned about dust and noise, and the destruction of trees.
- I am very concerned about the health/environmental impacts of pollution, dust as well as noise levels.
- Instead of a large construction project an easier eco construction could be created leaving nature untouched and adding more nature.
- I hate to stand idle in traffic, all the pollution from all the vehicle's exhaust, all fumes.
- The mess, the noise, road obstructions, pollution from increased car idling, extended hours of construction worry me.

### **3.12 Community Impacts**

- Proper planning so that impact on immediate community is lessened. The recent avenue road construction was a disaster, a portion of the road was closed for three month, then opened for three month, then closed for another four months. This becomes aggravating.

- While I agree the construction disruption is absolutely worthwhile in the long run, I am concerned that effort and funds to protect local street from traffic will not be made a priority. The disruption should be kept on the main road and not in residential neighborhoods.

### 3.12 a) Local access concerns

- The most important thing about local traffic is that it serves local businesses and residents.
- To those living in the area, any and all activity which impedes access and use of Eglinton poses serious challenge. Efforts must make this of utmost priority in planning.
- Prioritize needs of local residents to get in and out of their homes and local streets versus priority for commuters.
- It would be good to cut down outside traffic, folks who come down on the Allen and don't drive locally.
- Maintain local access, but the immediate local area must not be overrun with commuter traffic. A one way maze would do that.
- Local traffic must have access to their property.
- Slow traffic (pedestrians, bicycles) must have preference over faster traffic (cars) as slow traffic brings most of the business to local businesses. Cars can be diverted to Lawrence and St Clair if necessary.
- We must be able to get in and out of our streets. "No parking" regulations on side streets must be removed to allow parking on all side streets for 3 hours minimum.
- Be mindful of residents and businesses - realizing we have to still live and work here.
- Leave as welcoming environment for locals and visitors as manageable.
- While everyone is excited about expansion and can see the long term benefits, residents and businesses are very worried about the short term effects/reality.

- I need to get in and out around my neighbourhood with minimum hassle and disruption. Get rid of speed bumps on Elm Ridge Drive for starters.
- Important to try to minimize impact by discouraging non-residents through traffic.
- I want access to my own street which is supposed to be closed for 11 weeks.
- Ability to access nearby neighbourhoods by car e.g. Getting from southeast of Allen station to northwest. Ability to cross Eglinton by car, bike, or foot.
- Ability to get to/from my home on Atlas! If you close access to Strathearn how will I get home? I use Strathearn daily I don't want to be forced to go further East on Eglinton when there is only one lane!
- Concerned about moving around during the day in huge line ups or waiting behind construction vehicles.
- The current plan literally boxes me in with no efficient route out.
- Concerned about traffic delays and access to my place of work- Beth Sholom Synagogue.
- There should be property tax breaks.

### 3.12 b) Local businesses

- Maintain access to local businesses.
- Suggest walking tours for coffee, shopping and visibility of local shops on Eglinton.
- My biggest concern is that local businesses not have their trade unduly disrupted.
- Launch a "Shop Local" campaign focused on accessibility, not awareness. Just making people aware that there is construction on Eglinton will drive customers away! Make it easy for customers to get around during the construction - level and accessible sidewalks, sufficient road crossings on

Eglinton, winter snow clearing, ample bike parking, and clear wayfinding, alternate safe detours for pedestrians and cyclists, and time-based bus transfers.

- Try to lighten the burden on local businesses - they went through hell when the previous subway was started then cancelled. Some of the same ones are still there. Commuter disruptions are very unfortunate and frustrating, but they should not drive the entire agenda.
- Maybe creating a slow traffic area (by making a two lane road and broadening pedestrian sidewalks) will improve business opportunities along that stretch.
- The affect it will have on traffic flow and on businesses -also the cost, will it rise way above projections.
- My biggest concern is that it will impact my ability to shop Eglinton.
- Do not interrupt business, do work after business hours as much as possible.

### 3.12 c) Protecting Ben Nobleman Park

- I am concerned about the impact of construction on Ben Nobleman Park and Community Orchard. This is an important community project in the neighbourhood.
- I am very concerned that the construction will impact on the Ben Nobleman Park where my kids play every single day.
- In recent months through an online survey the community made it clear to the TTC that a portion of Ben Nobleman Park should not be destroyed in order to put in a south entrance to the future LRT station. Now, a group of commuters are asking that the entire park be used as a staging site for LRT construction. Please do not do this; it would close down our new playground. The volunteers of Ben Nobleman Park Community Orchard would no longer be able to care for our young fruit trees, which would probably not survive the construction work and the neglect. The

compression from heavy machinery would destroy the soil, crush tree roots and cause permanent damage to nature in our park.

- I am concerned about the group who want to use Ben Nobleman Park as a staging area for equipment. In this day and age, to give up a fabulous green space for use of construction equipment is just unheard of. I cannot believe that anyone would even suggest this.
- I do not want to see Ben Nobleman Park used for staging or otherwise impacted.
- That it not impact local parks like Ben Nobleman; people play there, trees grow there, birds and animals live there.
- The Ben Nobleman Park must remain for the good of the people who enjoy to spend time in it and for the volunteers to keep looking after it.
- Using Ben Nobleman Park as a staging area... not acceptable. Much work has gone into the park... and in summer this area is necessary for families.
- Impingement on the Ben Nobleman Park, which is used a lot by the people in the neighbourhood, especially the children, and which is, to a great extent, maintained by neighbourhood gardeners. It would be heartbreaking to see the park ruined.
- The park has a brand new playground that is frequented by neighbourhood children, and is the site of an important community urban agriculture project that I have been directly involved with. Protect it.
- Do not use Ben Nobleman Park as a staging site. Temporarily closing the Allen Road entrance is a much more viable option. The trees in the park need protection and care, not heavy machinery and neglect.
- Preserve the orchard and park! Closing the Allen temporarily is far preferable - the Lawrence access point is easy to reach from Bathurst and not a problem. Losing the park is far more important for local residents (especially children) and for the general quality of life in the area.
- Put the staging area in the Allen to save a year of construction and to also save a neighbourhood gathering place. It will also provide a safe and

green area during the construction mess. Allow on street parking throughout the entire neighbourhood. Some streets do not allow daytime parking.

- Closing the Allen temporarily is far preferable - the Lawrence access point is easy to reach from Bathurst and not a problem. Losing the park is far more important for local residents (especially children) and for the general quality of life in the area.
- My recommendation is to have creative people create a better solution to do the job TTC wants to accomplish. There are a lot of professionals with great intelligence and capacity to create an intelligent solution instead of just tearing apart the park.

#### **3.12 d) Keep Allen Road open (use Ben Nobleman Park)**

- The tunneling around the Allen Rd be done as quickly as possible. Construction be done in respectful manner to the communities. A fund be set aside to compensate the community should be there any damage to the Ben Nobleman park, environment and affected businesses.
- Consider use of Ben Nobleman Park during construction phase -restore fully after.
- I suggest using Ben Nobleman Park as the staging area, don't close Allen.

#### **3.12 e) Vibration, noise and damage concerns**

- Need the horns to stop honking. Need police supervision at Dufferin & Eglinton.
- We live very close to Eglinton West station and are concerned about potential damage to our home from vibration and shifting soil, etc.
- Effects of tunneling disturbing the underground.

- Work outside of "normal business hours" I'm ok with construction noise/dust etc. from 7-4ish M-F but am not excited for over time during nights and weekends if the schedule is running behind schedule.
- I am very worried about response with noise from persons passing through. It's out of control already and it's going to get worse.
- As an owner of a home just south of Eglinton, I am also concerned about impact of construction dust especially on children.
- Construction, noise, dust. Especially early morning.
- My concerns are constant construction- not stopping on weekends. Noise from 7 a.m. to late at night. Effect on house prices during lengthy construction.
- Noise by laws- Particularly concerned about noise by-laws. Specifically: penalties in contract that are meaningful, including revocation; effective enforcement; and real time response to phone number made available to residents to report violations for immediate response/documentation for penalties.
- Ensuring there are tough sanctions for contractors who breach contract in any way (e. Noise/vibration violations, delayed progress).
- Worried about vibrations when trains are running.
- We need sound barriers.
- Noise control for apartment buildings.

Questions About Community Impacts (See Answers in Appendix C)

- Rumours in the Cedarvale neighbourhood persist that if the entrance to the Eglinton West LRT is placed in the 13 Division parking lot, the station will be closed down. This despite the fact that everyone involved, from the TTC to the police to the politicians, has denied it. Is there a way to end this rumour for good?

- What will happen to all the small businesses along Eglinton? Very important to area.
- Will construction have an impact on 1775 Eglinton Avenue W to 1777?

### 3.13 General Crosstown Comments

#### 3.13 a) Above ground vs. below ground

- Build all the LRT underground.
- I am concerned the ridership of The Crosstown is under-estimated, I am a strong believer that this should have been a full functioning subway system.
- Build more subways not LRT.
- Underground only near parks and inhabited areas.

#### 3.13 b) Alternate transit

- Ensure there are GO train interchanges that do not involve going to Union Station.

#### 3.13 c) Extended routes

- The Crosstown ought to have been built earlier and extended to Pearson.

#### 3.13 d) Planning

- Those people in control, should be able to use advanced model systems way of thinking.
- Use forward thinking so that everything will be done right the first time and construction costs will be lower.
- Too many cooks. Need one person at the top with vision, clout, integrity and sensitivity to enact this monumental process/ Minimize politics in the process.
- Eliminate inter-agency and political bickering.

- We are over administered and under developed. It takes too many environmental studies on the same project. It wastes taxpayer money on salaries (this is my money) that could go towards construction costs.
- Would like Toronto Parking Authority involved with Eglinton cross-section.

### 3.13 e) Stations

- Too many stations- Oakwood, Chaplin seem like overkill.

#### Questions About Crosstown Project (See Answers in Appendix C)

- What is status of Oakwood station?
- What is the finish date 2020 or 2023?
- I want to know how City staff are involved with this project.
- When will Keele and Dufferin Station will be built?
- Will the 32 Eglinton Bus be affected?

### 3.14 General Suggestions

- Change construction times- not 7 days a week, should be M-F, 9-5!
- Work overnight to reduce impact to businesses
- With the addition of an LRT on Eglinton, there needs to be an inclusion for cycling facilities, such as on-street bicycle lanes. Do not expand the existing number of parking spaces, as they serve as barriers to more efficient road use.
- Set higher quality standards for the work. Implement Bonus/Malus regulations for contractors in regards to quality of workmanship and delivery time frames. Make sure that a company that does not deliver will be penalized severely and the directors of the company will be personally responsible.

- Provide temporary parking racks for bicycles if post and ring fixtures are unavailable during construction.
- Complete link to Eglinton West Station early, and start running LRTs from Jane to Eglinton west. Best way to ease traffic, and get public favour at time when much of Eglinton will be torn up, when they see what's to gain.
- Build a major roundabout separated from pedestrian and bike traffic. A very large car park accessible from the roundabout to allow travelers to change travel mode to subway or bus and also supporting the local businesses.
- The default seems to be a 401 style avenue down the centre of town. Please take a look at the cities of tomorrow and know we are competing with them for the best companies.
- Connect and run LRTs from Jane to Eglinton West sooner, rather than wait to 2020. Public sympathy will be much greater.
- Increase access to Eglinton at Old Park during currently prohibited times for residents of Cedarvale.
- Get money from private investors, do not increase taxes.
- Meet the contractors prior to awarding the project.
- Resident permits colour-coded large enough to be seen to allow only permit holders in certain quadrants during rush hours to discourage through-commuting on Eglinton for people with other options.
- In order to reduce traffic congestion, I would be willing to reduce the times of restricted right hand turns off Eglinton by perhaps a half-hour. It would increase traffic on my street, but I think people will need an exit off Eglinton.
- Use air rights over open cut sections of the subway system including every subway station to build midrise rental properties. This will substantially reduce construction costs /produce rental income for the tic and substantially increase density.

- Consider speed bumps, change some side streets to one way, enforcement of stop signs during construction or prior to construction.
- Change "one way" and time restrictions on turnings etc. As much coordination as possible (to avoid issues like on St. Clair).
- An overpass from southbound Allen to eastbound Eglinton (up and over) Eglinton station. Construct piers while developing tunnels and stations. Hence eastbound Eglinton to northbound Allen would not have to stop for them. Just at northbound left turn.
- Add more buses to 32 route. Too slow and crowded.
- Eliminate traffic lights across Eglinton - free passage to entrance on the south.

General Questions (See Answers in Appendix C)

- Why do we not meet potential bidders prior to awarding the project?
- How deep is the retaining wall?
- Should I move to avoid construction disruption?

## Appendix A



## Preliminary Construction and Traffic Management Planning

Rapid and reliable transit is coming to the centre of Toronto. The Crosstown will move Torontonians to work, school and play faster than ever before – reducing travel times and enhancing our economy and our environment. The Crosstown will run underground between Keele Street and Laird Drive and trips will be up to 60% faster than today.

Metrolinx and the TTC invite you to attend an Open House and Presentation to get a project update and to learn more and share your input on:

- Preliminary construction plans
- Preliminary traffic management in the vicinity of Allen Road;
- A community-driven “Shop Local, Shop Eglinton” initiative to support local businesses

An open house will be held starting at 7:00 pm with an opportunity to view displays and speak 1 on 1 with staff, followed by a presentation and question and answer at 8:00 pm. We look forward to seeing you there.



**Date:** Wednesday June 27, 2012  
**Time:** 7:00 p.m. – 9:00 p.m.  
**Location:** Beth Sholom Synagogue  
 1445 Eglinton Avenue West  
 (enter at west side)

For more Crosstown information:

Visit the Crosstown Community Office at 1848 Eglinton Avenue West (at Dufferin)

Email: [eglingtontransit@ttc.ca](mailto:eglingtontransit@ttc.ca)

Tel: 416-338-6310

TTY: 416-481-2523

Web: [www.thecrosstown.ca](http://www.thecrosstown.ca)

[www.facebook.com/thecrosstown](http://www.facebook.com/thecrosstown)

[www.twitter.com/crosstownTO](http://www.twitter.com/crosstownTO)

West Community Office | Please Contact Us | 1848 Eglinton Avenue West  
 416-338-6310 | [eglingtontransit@ttc.ca](mailto:eglingtontransit@ttc.ca) | [www.thecrosstown.ca](http://www.thecrosstown.ca)

## Appendix B



Survey  
**Preliminary Construction and Traffic Management Planning**

Construction work related to tunnelling is scheduled to begin near Eglinton West Station in late **2012**. Station specific construction is scheduled to begin in 2015. We would like to get your feedback before the tunnelling contract is awarded this summer.

Please submit your comments no later than July 11, 2012. A consultation report will be posted at [www.thecrosstown.ca](http://www.thecrosstown.ca). Thank you.

**Feedback**

This section seeks to find out how important each of these issues are to you. Please answer the following using a 5 point scale:

	5 very important	4 somewhat important	3 not very important	2 not at all important	1 unsure/not applicable
1. Safety					
2. EMS and fire response					
3. Traffic planning					
4. Transit service during construction					
5. Effects on neighbourhood business					
6. Access to local business					
7. Visual impacts of construction					
8. Access and accessibility					
9. Noise and vibration from construction					
10. Construction schedule and advance notification					
11. Construction dust					
12. Access to Parks and Recreation facilities					
13. Effects on local parking					
14. Cycling access and accessibility					

What is most important to you about local traffic?

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What are you most concerned about regarding construction?

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What are your top two recommendations for the project team?

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**General Project Feedback**

Please answer the following using a 5 point scale:

	5 agree	4 agree somewhat	3 disagree somewhat	2 disagree	1 unsure/not applicable
1. I have a good understanding of the Eglinton Crosstown LRT project.					
2. I am interested in learning more about the construction of the Crosstown, including how stations will be designed and built.					
3. I think the Crosstown will be good for my neighbourhood and good for Toronto.					
4. The construction disruption will be worthwhile in the long term.					

**OPTIONAL**

Thank you for your feedback. The following questions will help us better understand the travel habits of the respondents.

EGLINTON-SCARBOROUGH  
**CROSSTOWN**  
Travel Information

1) How frequently do you travel with the TTC?

- Everyday
- Weekdays only
- Weekends only
- Once in a while
- Never

2) Which modes of transportation do you use in your commute to work, school, or other? (Check all that apply)

- Bus
- Streetcar
- Subway
- GO Train
- Walk
- Bike
- Car (single passenger)
- Carpool (more than one passenger)
- Other (please specify)

3) When travelling on the TTC, how many times on average do you transfer per trip?

- 0
- 1
- 2
- 3
- 4 or more

4) Do you travel on any of the following TTC routes? (Check all that apply)

- 32 Eglinton Bus
- 34 Eglinton Bus
- 7 Bathurst Bus
- Scarborough RT
- Yonge-University-Spadina Subway
- None of the above

**Demographic Information**

Contact information is of course **optional**. By answering, we would be able to contact you after the consultation to let you know about comments received and future consultations.

Name:

Address/Postal Code:

Email Address:

Telephone Number:

Do **NOT** contact me for any reason

5) In which capacity are you submitting comments?

- ◆ Local Resident
- ◆ Local Business
- ◆ Transit Rider
- ◆ Community Group Representative
- ◆ Local Agency or Institution
- ◆ Other

Please provide details:

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6) What is your age?

- ◆ 15 or under
- ◆ 16-24
- ◆ 25-34
- ◆ 35-44
- ◆ 45-54
- ◆ 55-64
- ◆ 65-74
- ◆ 75-84
- ◆ 85 or over

Thank you for taking the time to fill in this information. Please submit your comments in one of the drop boxes or send to:

Eglinton Crosstown  
West Community Office  
1848 Eglinton Avenue West (at Dufferin)  
Tel: 416-338-6310  
Fax: 416-397-8193  
TTY: 416-481-2523  
[www.thecrosstown.ca](http://www.thecrosstown.ca)  
[eglintontransit@ttc.ca](mailto:eglintontransit@ttc.ca)

## Appendix C

### Eglinton-Scarborough Crosstown

#### Preliminary Construction and Traffic Management Consultation Questions

**Q: Where are the bus stops on one lane of traffic in each direction?**

A: During construction, the width of the roadway will be reduced to one lane in each direction in order to allow the maximum amount of available space for work. Bus stop locations will have to be adjusted and temporarily relocated outside of the work zone to maintain safe operation of curbside stops with minimal disruption to traffic.

**Q: Where will construction workers park their cars?**

A: Workers will have to park legally or within a designated zone specified as part of the work site.

**Q: Can we use subway green space for staging?**

A: The designated work zone for Eglinton west station is very constrained, though the amount of space needed is considerable. Work zones must be clearly defined and fall under the responsibility and control of the contractor. If the contractor requires more room they may ask to use additional space; however, these areas are not considered adequate as the primary option for the work zones and would supplement the work zones planned for the east and west lots.

**Q: Will the same construction methods be used here as the old Eglinton West Subway?**

A: The construction of the Crosstown will use tunneling as well as cut and cover methods for the stations just as the Eglinton West subway had been planning to do in the mid-90's.

**Q: How is the power requirement for ECLRT generated?**

A: The Crosstown light rail line is an electric system powered along the way by traction power substations with an average spacing of 2 kilometres along the underground sections. The substations will be designed to maintain an attractive street-front presence.

**Q: When is the Allen Road Closure?**

A: City Transportation Services and the Crosstown project team are evaluating construction options for Eglinton West Station and tunnelling-related work for the Crosstown project. Partial or complete closures to Allen Road at Eglinton will be considered if the closure would result in an earlier construction completion date. A potential complete closure of the northbound lanes of Allen Road at Eglinton is under consideration for 2014. Estimates indicate that this action would result in construction being completed 12 months earlier. This proposal is expected to be reviewed by the City of Toronto in Fall 2012.

At other times, the work may temporarily restrict access to Allen Road for shorter periods.

**Q: Do you have any plans for keeping cars off local streets, Glen Arden?**

A: The engineering team of the Crosstown project will continue to work closely with the City of Toronto to develop detailed traffic management plans. Further details about possible timelines and construction stages are expected in the coming months.

**Q: Will there be active diversions or will it be find your own way?**

A: The engineering team of the Crosstown project will continue to work closely with the City of Toronto to develop detailed traffic management plans. Further

details about possible timelines and construction stages are expected in the coming months.

**Q: I expect total gridlock for 10 years, tell me how this is going to be handled.**

A: The engineering team of the Crosstown project will continue to work closely with the City of Toronto to develop detailed traffic management plans. Further details about possible timelines and construction stages are expected in the coming months.

**Q: Why is this taking so long?**

A: The scope of this project involves multiple phases and changes to large portions of infrastructure, including moving utilities, tunnelling and designing and building new stations while maintaining traffic and existing commercial and transit activities on Eglinton Avenue. Timelines are in keeping with other North American projects of this scope.

**Q: Rumours in the Cedarvale neighbourhood persist that if the entrance to the Eglinton West LRT is placed in the 13 Division parking lot, the station will be closed down. This despite the fact that everyone involved, from the TTC to the police to the politicians, has denied it. Is there a way to end this rumour for good?**

A: At this time the 13 Division TPS have indicated that they have no current plans to move the division. Stations designers have been asked to review the possibilities for providing a third entrance to the future interchange station. This would impact a small number of parking spaces but would not affect the operations of the station. Further design and discussions would take place if the decision is made to proceed with the third entrance.

**Q: What will happen to all the small businesses along Eglinton? Very important to area.**

A: The project is taking steps to ensure that during the works access is maintained as much as possible allowing businesses to remain open and continue serving customers. Construction liaison groups, communication with the BIAs, and designated community liaison officers will be available to handle day to day issues that are associated with construction.

**Q: Will construction have an impact on 1775 Eglinton Avenue W to 1777?**

A: The Doug Saunders Toronto community housing building is not expected to be directly affected by the construction. However, the address is very close to roadwork, and may be impacted by detours, and day-to-day construction issues that should be expected in the vicinity of station construction.

**Q: What is status of Oakwood station?**

A: At this time the potential for a station at Oakwood is still under review pending a decision by Metrolinx the regional transportation authority.

**Q: What is the finish date 2020 or 2023?**

A: The projected completion date for the project is 2020.

**Q: I want to know how City staff are involved with this project.**

A: The scope of the project is to build a rapid transit line. City staff are involved in many aspects of the project including station design and planning, transportation lane reductions, road works permits, parks and forestry impacts and permits and city-owned properties to be used by the project during construction. Project management staff from the Crosstown are in regular contact with elected City officials and department officials.

**Q: When will Keele and Dufferin Station will be built?**

A: Headwalls to support the tunnelling are expected to get underway in late 2012 through spring/summer 2013 at Dufferin and Keele. Station construction at these locations is expected to start in 2014.

**Q: Will the 32 Eglinton Bus be affected?**

A: Through the work zone the width of the roadway will be reduced to one lane in each direction in order to allow the maximum amount of space for work. Bus stop locations will have to be adjusted and temporarily relocated outside of the work zone to maintain safe operation of curbside stops with minimal disruption to traffic.

**Q: Why do we not meet potential bidders prior to awarding the project?**

A: The tenders are listed on the MERX Canadian Public Tenders site. New opportunities are listed daily from all levels of government including the Federal and Provincial Governments as well as the MASH sector (Municipal, Academic, School Boards and Hospitals) from across Canada. Once the tender has been issued, the procurement department arranges an on-site visit for pre-qualified contractors. The project is adhering to procurement standards for major public infrastructure works in Ontario.

**Q: How deep is the retaining wall?**

A: The length of the caissons will vary along the alignment; however, in general they will be approximately 16m deep.

**Q: Should I move?**

A: We cannot advise you about whether or not you should move. The project will be adhering to the relevant guidelines and by-laws applicable to works of this magnitude in the City of Toronto. Project liaisons will keep the community updated on day-to-day issues related to construction.