



# QUEENS QUAY COMMUNITY UPDATE

OCTOBER 14, 2015

# Central Waterfront: Jack Layton Ferry Terminal

- **January 2015:** We launched innovative design competition
- **January – April:** Public consultation
- **April 2015:** Winning design chosen
- **August 2015:** We retained KPMB + West 8 + Ken Greenberg Consultants to refine their winning master plan
- **August 2015:** We met with the Stakeholder Advisory Committee for the Jack Layton Ferry Terminal and Harbour Square Park project
- **Next Steps:** Public consultation in early 2016 as we refine the master plan and develop phase 1



**Update: Central Waterfront**

# Central Waterfront: Queens Quay Official Opening



Official Opening: June 19, 2015

# Central Waterfront: Queens Quay

Upcoming work – Toronto Hydro:

- Toronto Hydro crews will return to install the new underground power cables in existing conduits
- Work will begin in early November at Yo Yo Ma Lane, moving east to Yonge Street
- Minimal disruptions include:
  - Localized blockage of the Martin Goodman Trail
  - Slight noise from dewatering at times
- Once permanent power is running, we will remove the 20 temporary aluminum poles and overhead power and install remaining signature wooden poles

**Update: Central Waterfront**

# Report Back to the Community

- Why Did We Revitalize Queens Quay?
- Project History – The Process
- [Queens Quay Revitalization Public Report](#)
- Additional Public Feedback
- Changes Pending or Under Review



# Why Did We Revitalize Queens Quay?



# Why Revitalize Queens Quay?



## Why Did We Revitalize Queens Quay?

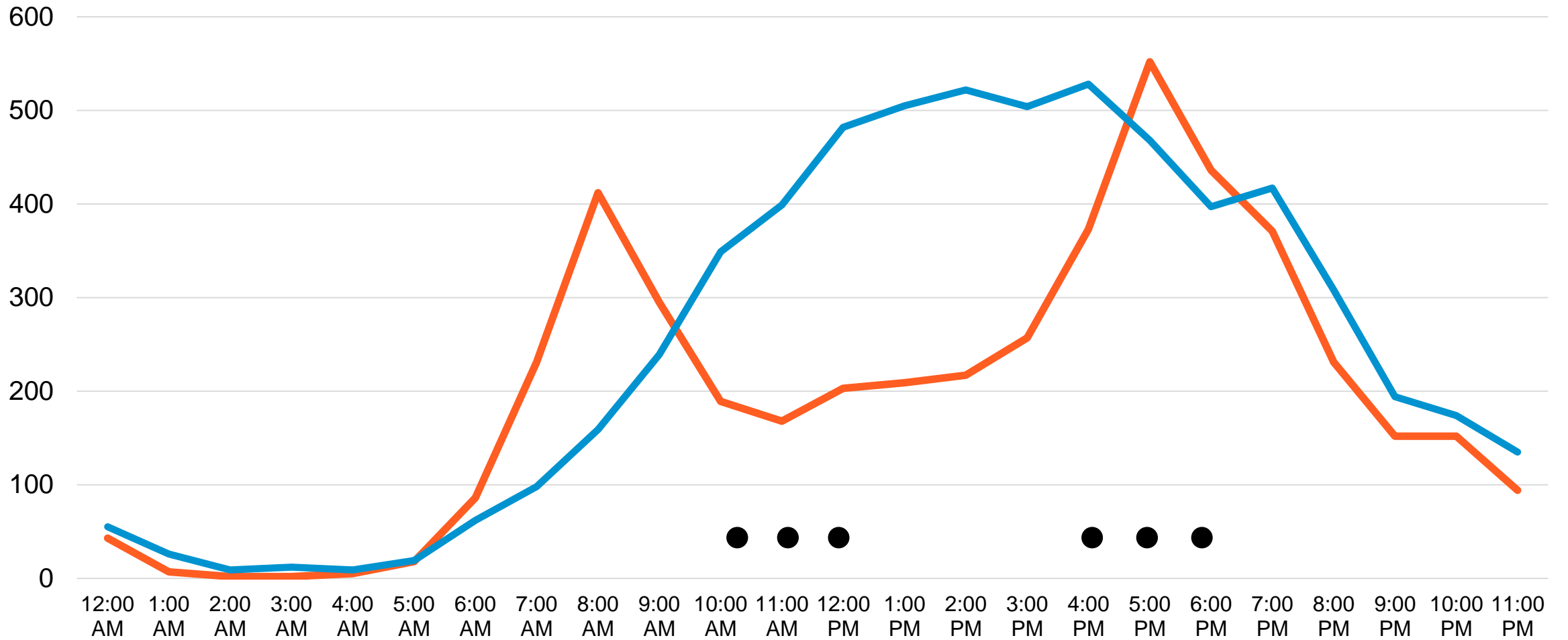




# Why Did We Revitalize Queens Quay?

# Cycling Traffic

## Hourly Bicycle Counts - Queens Quay at Lower Simcoe Eastbound and Westbound



■ Saturday August 22, 2015

■ Tuesday September 1, 2015

● Saturday August 11, 2007

## Why Did We Revitalize Queens Quay?

# THE PROCESS

The Process

# Public Consultation

## **Almost 100 public meetings/stakeholder consultations in 8 years**

### Monthly Construction Liaison Committee meetings

- Residents: every condo was represented
- Businesses: The Waterfront BIA and others
- Special Interest Groups/Associations
- City Councillors staff

## **Public input throughout design competition, EA, design phasing and constructions**

### Over the course of the project

- Weekly construction notices
- Project updates in monthly newsletter
- Social media
- 24/7 community liaison officer
- Ongoing update meetings

# June 2006: Design Competition

- A Competition Stakeholder Committee reviewed the design and made presentation to the Jury
- Designs exhibited at 6 locations city-wide



The Process

# Summer 2006: Quay to the City

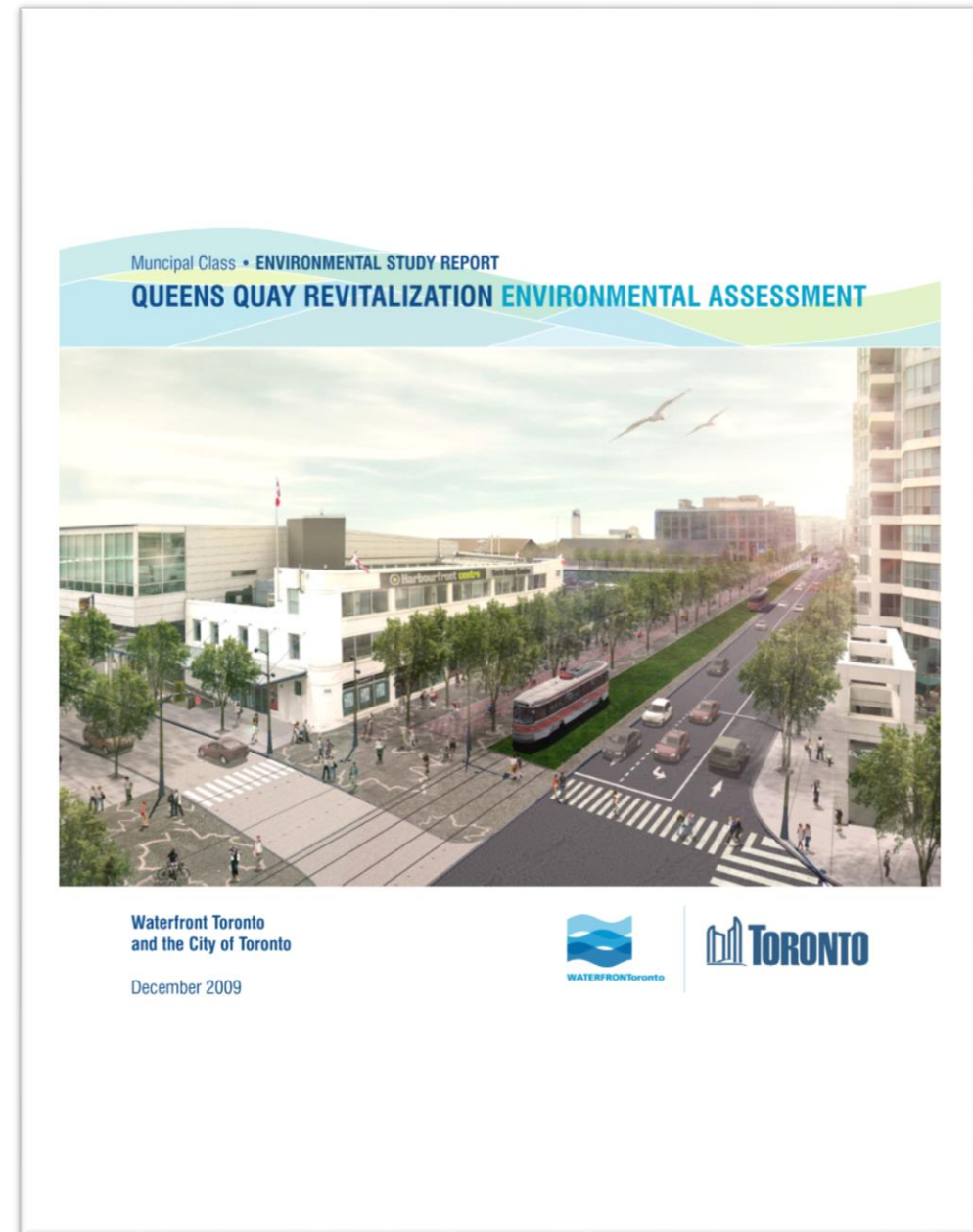
- Bicycle traffic up from 14 bikes/hour to over 200 bicycles/hour
- 250,000+ visitors
- 71% wanted to see this design made permanent



The Process

# 2007 - 2010: Environmental Assessment (EA)

- A collaboration with the City of Toronto
- Public outreach far exceeded Municipal Class EA statutory requirements
- Overwhelmingly approved by the City in 2009 and the MOE in 2010



The Process

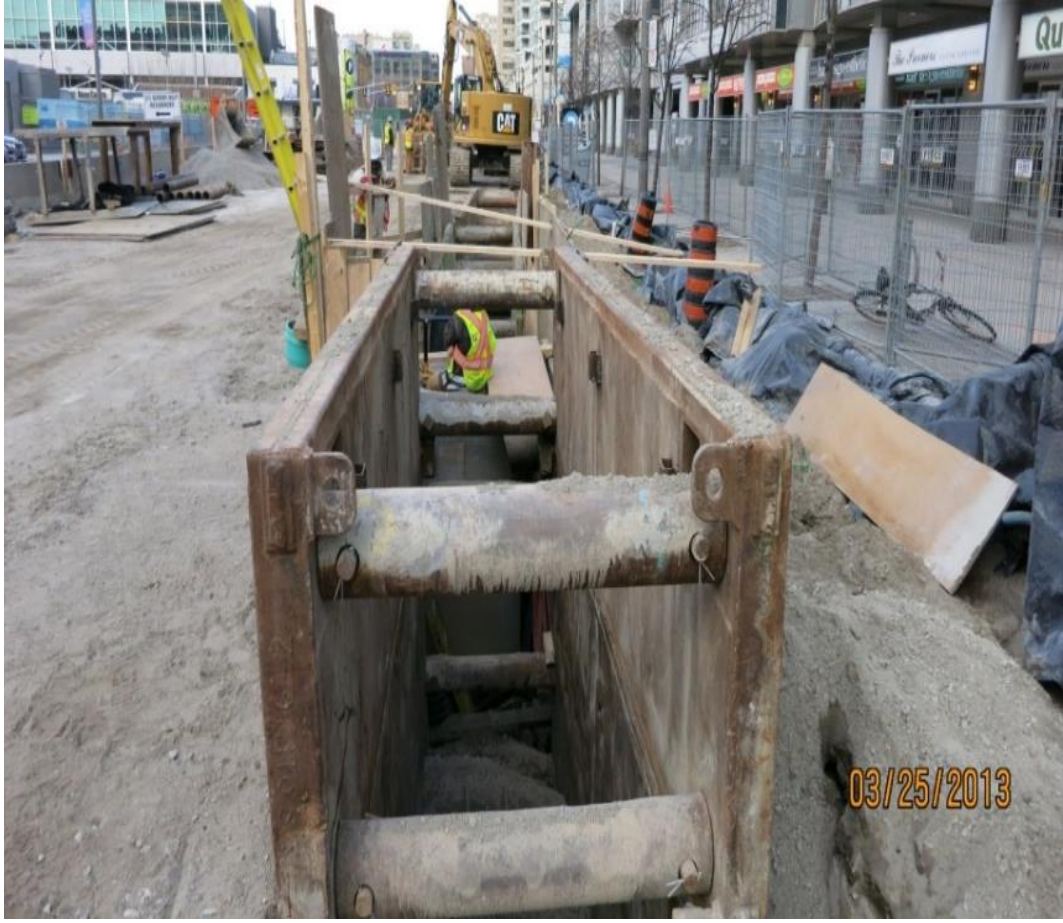
# 2010-2012: Detailed Design



The Process



# Construction



# The Process

# QUEENS QUAY REVITALIZATION PUBLIC REPORT – OCTOBER 2015

Mira Shenker  
Project Communications Manager  
Waterfront Toronto

Click [here](#) to read the public report

**Public Report**

# Public Report

## Background

- Why revitalize Queens Quay?
- Project history

## The Process

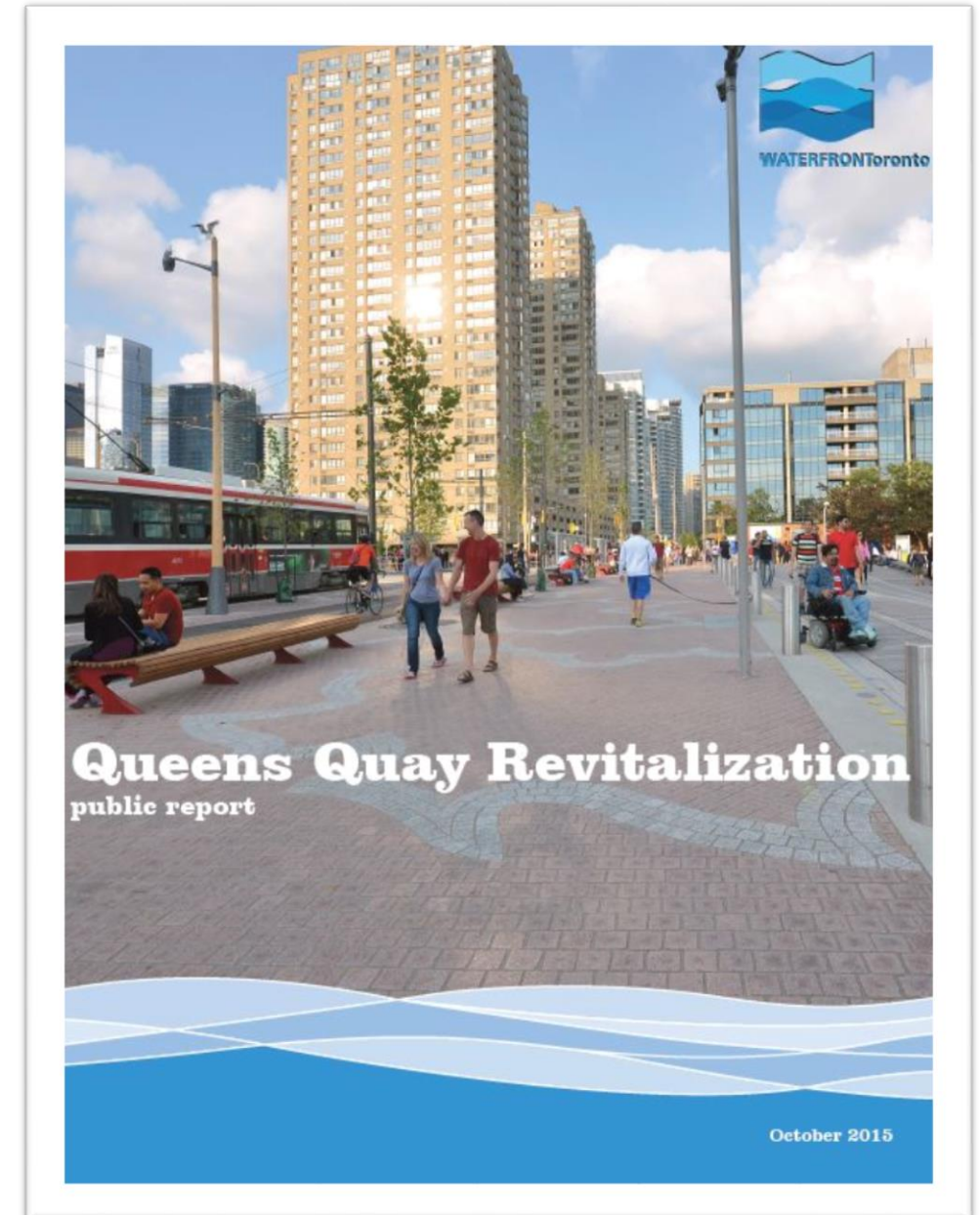
## Impacts of Revitalization

## Education & Outreach

## Public Feedback – Common Topics

## Our Observations – Formal Audits

## Overview – Review Process



# Public Report: Contents

# IMPACTS OF REVITALIZATION

**Public Report: Impacts of Revitalization**

# Events & Tourism

## 2015 Pan Am Games – Celebration Zone

- Opened in time to welcome the world to Toronto

## Redpath Waterfront Festival

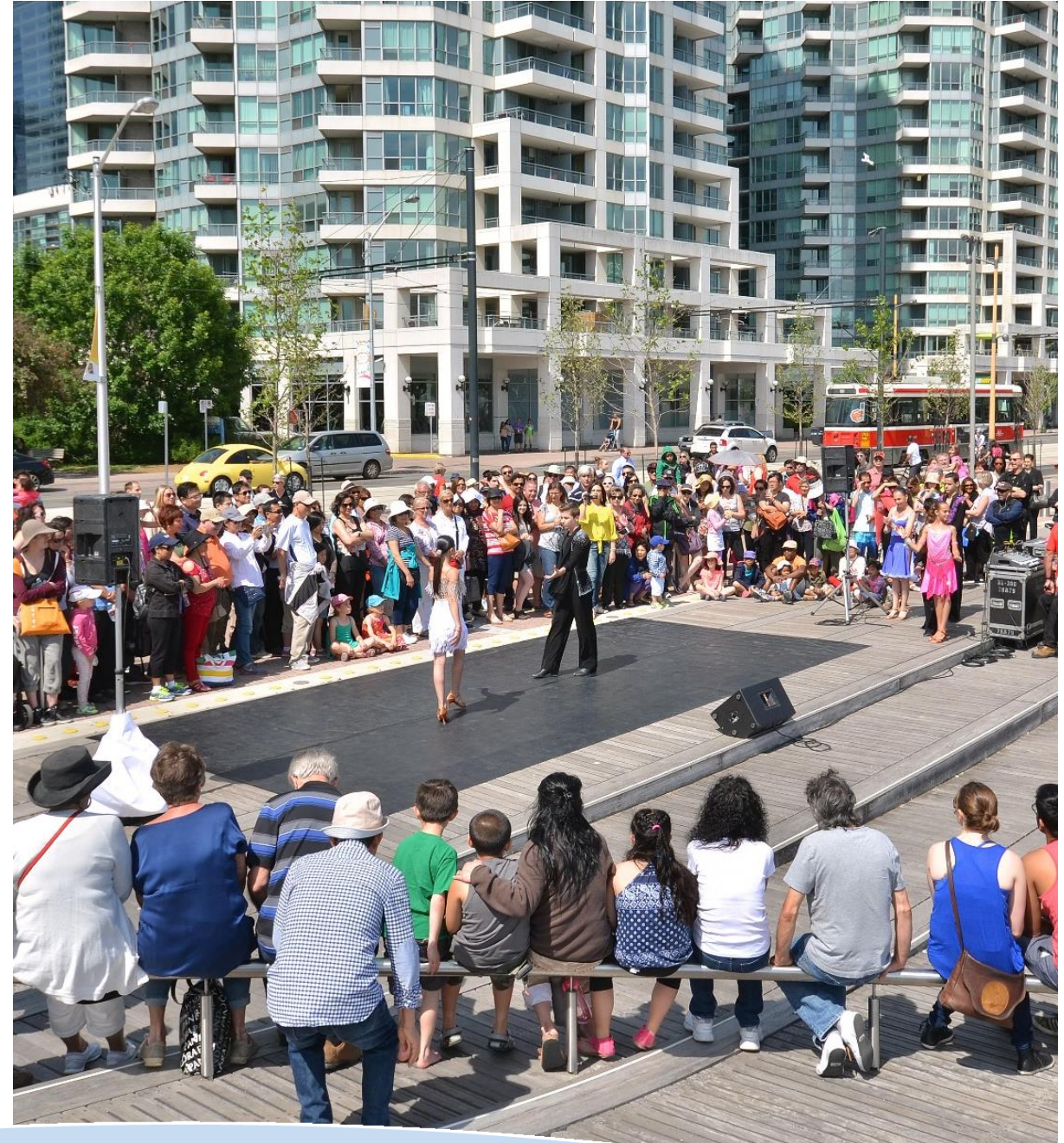
- 500,000 + people attended
- 25% lived over 40km away
- 83% would return to waterfront
- 79% said the new design enhanced their experience

## Sail-in Cinema at Sugar Beach

- 11,000 people

## Other events

- Nuit Blanche
- Word on the Street
- Diner en Blanc



# Cycling Traffic

**We counted cyclists on the Martin Goodman Trail at Queens Quay/Lower Simcoe**

- In 2007 before construction began
- In 2015 after the new street opened

**Result:** the highest volume of cycling traffic Toronto has ever seen

Average daily volume of  
weekend cycling traffic  
**increased by 888%**

Note: this slide has been slightly amended to correct an error

# Local Commerce

## **Ferry Terminal Traffic**

increased by 47%

(August 2011 compared to August 2015)

## **Waterfront businesses**

report significant business growth  
and increase in pedestrian traffic

# EDUCATION & OUTREACH

**Public Report: Education & Outreach**



# Resources



## Videos

- Understanding Your New Queens Quay
- Rebuilding Queens Quay Above and Below

## Graphics

Basic do's and don'ts

## Blogs

Information about the new design

# Communication Tools: Digital

Special notices as needed

Monthly newsletter updates

## Social media

- Construction updates
- Project updates
- Answering questions
- Collecting feedback
- Monitor issues

## Mainstream media



# Communication Tools: Face-to-Face

**5** public site walks

**meetings**  
by request with local  
neighbourhood associations

**one-on-one**  
with stakeholders and  
businesses

# **SUMMARY – PUBLIC FEEDBACK**

**Public Report: Summary – Public Feedback**

# Feedback received: Summer 2015

Between June 10 and August 31

**118**  
emails

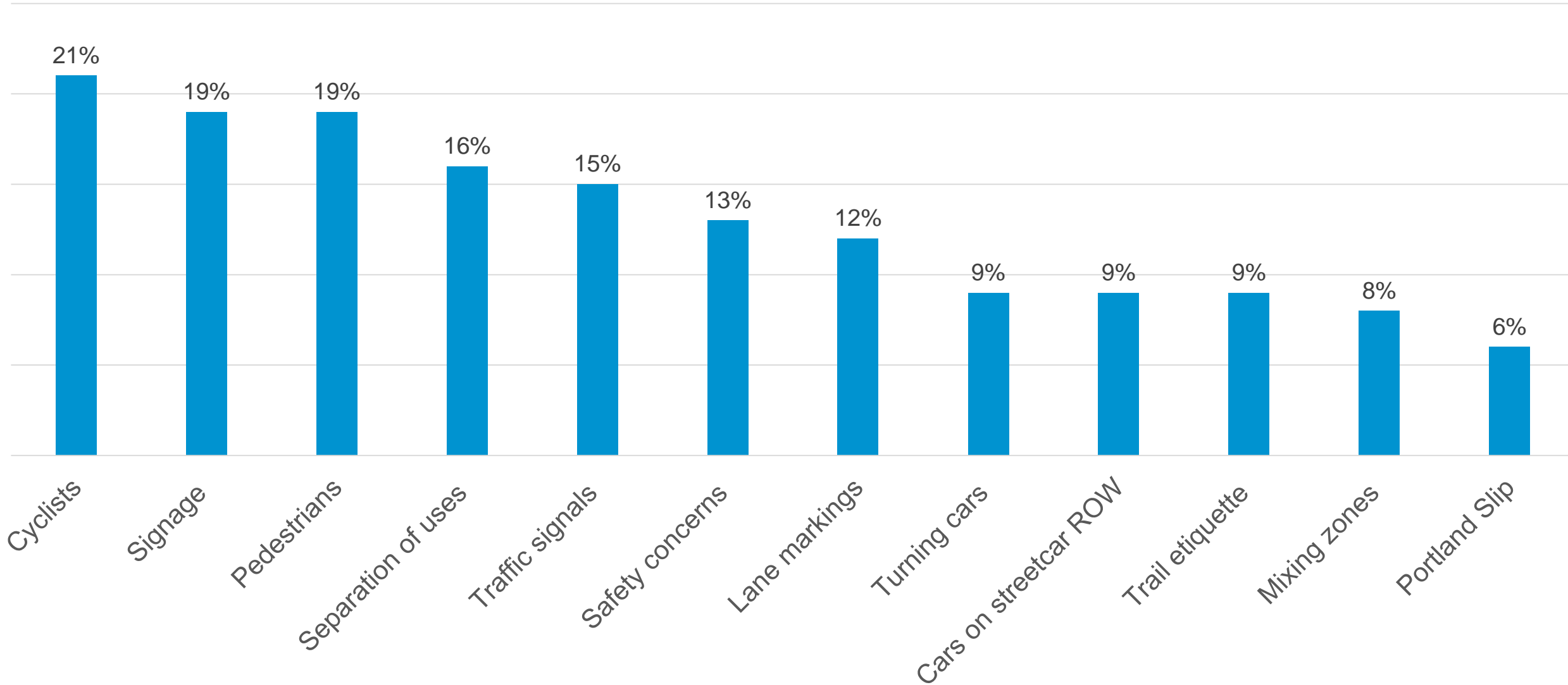
**204** online  
questionnaires

**631** comments  
on Facebook and  
Twitter

*“Tourists and local residents who are unfamiliar with streetcars are walking across the streetcar rails and standing in the middle of the streetcar lanes.”*

*“It's fantastic - long overdue. A breath of fresh air that shifts the emphasis to a truly a balanced experience, that all users can enjoy. Queens Quay is a destination again!”*

# Comments: Common Topics



# OUR OBSERVATIONS

**Public Report: Our Observations**

# Formal observations: From July 9, 2015 to August 31, 2015

**26 hours**

Waterfront Toronto staff spent a significant amount of time observing how people drive, walk and cycle along the revitalized Queens Quay.

**20-minute  
intervals**

Staff have also spoken to cyclists, pedestrians and drivers on the street.

**8 intersections**

Results are typical of a well-used, downtown street



# Cyclists

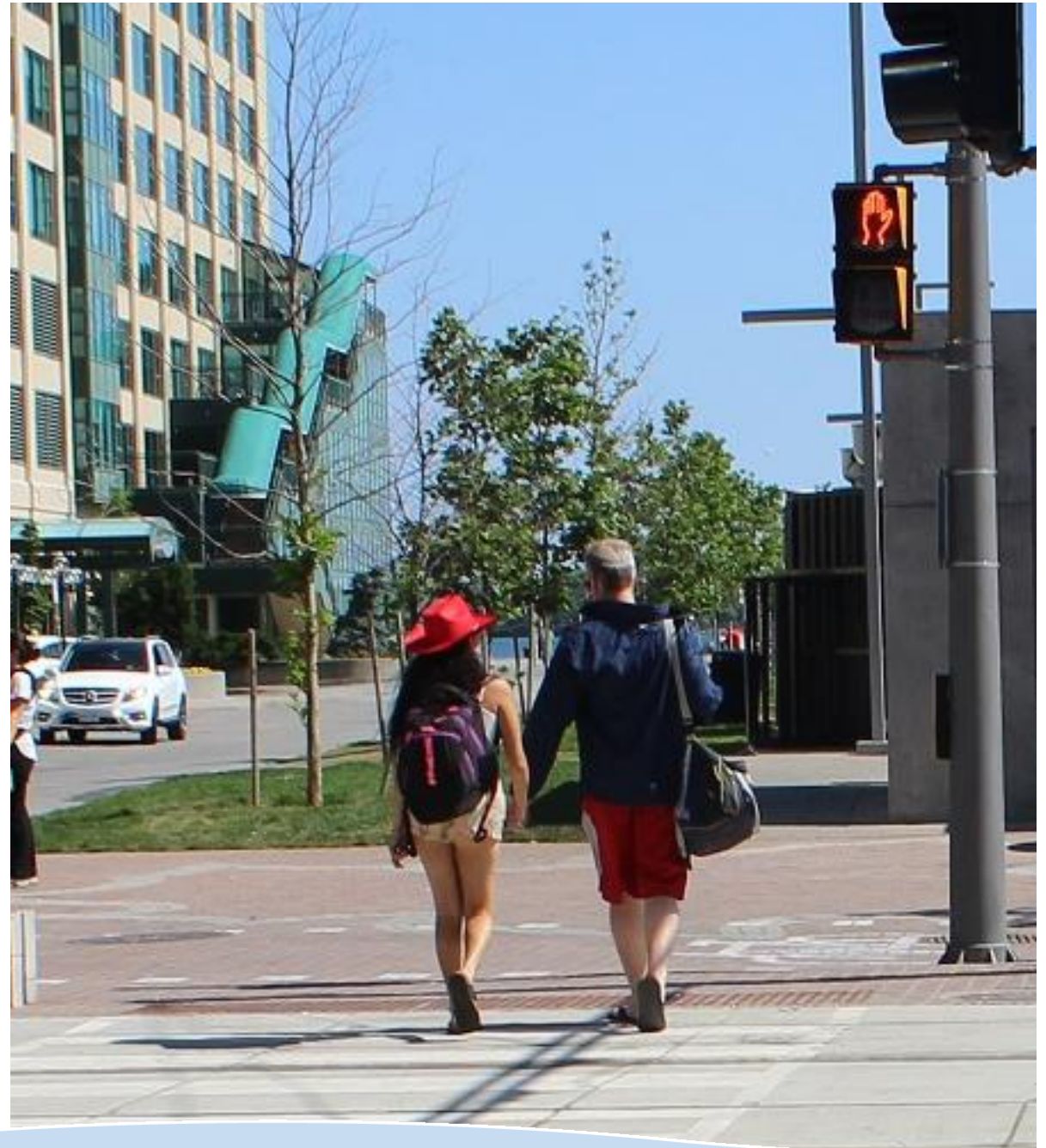
A cyclist was observed riding through a red light an average of once every three minutes



**Public Report: Our Observations**

# Pedestrians

A pedestrian was observed crossing illegally an average of more than once per minute



# Cyclists and pedestrians

During 26 hours of observation at 8 intersections:

Pedestrian-cyclist conflicts occurred on average once every 10 minutes

No collisions were observed



*NOTE: We defined a “conflict” as any time either a cyclist or pedestrian stops short, or maneuvers in any way to avoid a collision.*

# Vehicles driving in the wrong place

During 26 hours of observation at eight intersections:

Vehicles were seen driving on the dedicated streetcar right-of-way an average of once per hour

On the pedestrian promenade at about the same rate



# Vehicles driving in the wrong place

During a total of 70 minutes of observation at Yo Yo Ma Lane:

**231 vehicles**

were seen navigating  
the crossover successfully

**1 vehicle**

drove onto the  
Streetcar right-of-way



*NOTE: With more than 99% of drivers safely getting through this section, we reduced the amount of time that we devoted to observing this location.*

**Public Report: Our Observations**

# Vehicles making illegal turns

There are dedicated left turn signals for westbound cars at York, Simcoe and Rees. During 13 hours of observation at these intersections:



73% of vehicles observed made a correct left turn

**Public Report: Our Observations**

# Vehicles making illegal turns

Right turns are illegal from eastbound lanes at York, Simcoe and Rees.  
During 13 hours of observation at these intersections:



An average of 3 cars/hour made illegal right turns

At dedicated right turn signal (Queens Quay Terminal) an average of 1 car/hour turned illegally

- Drivers explained that they were focused on finding parking

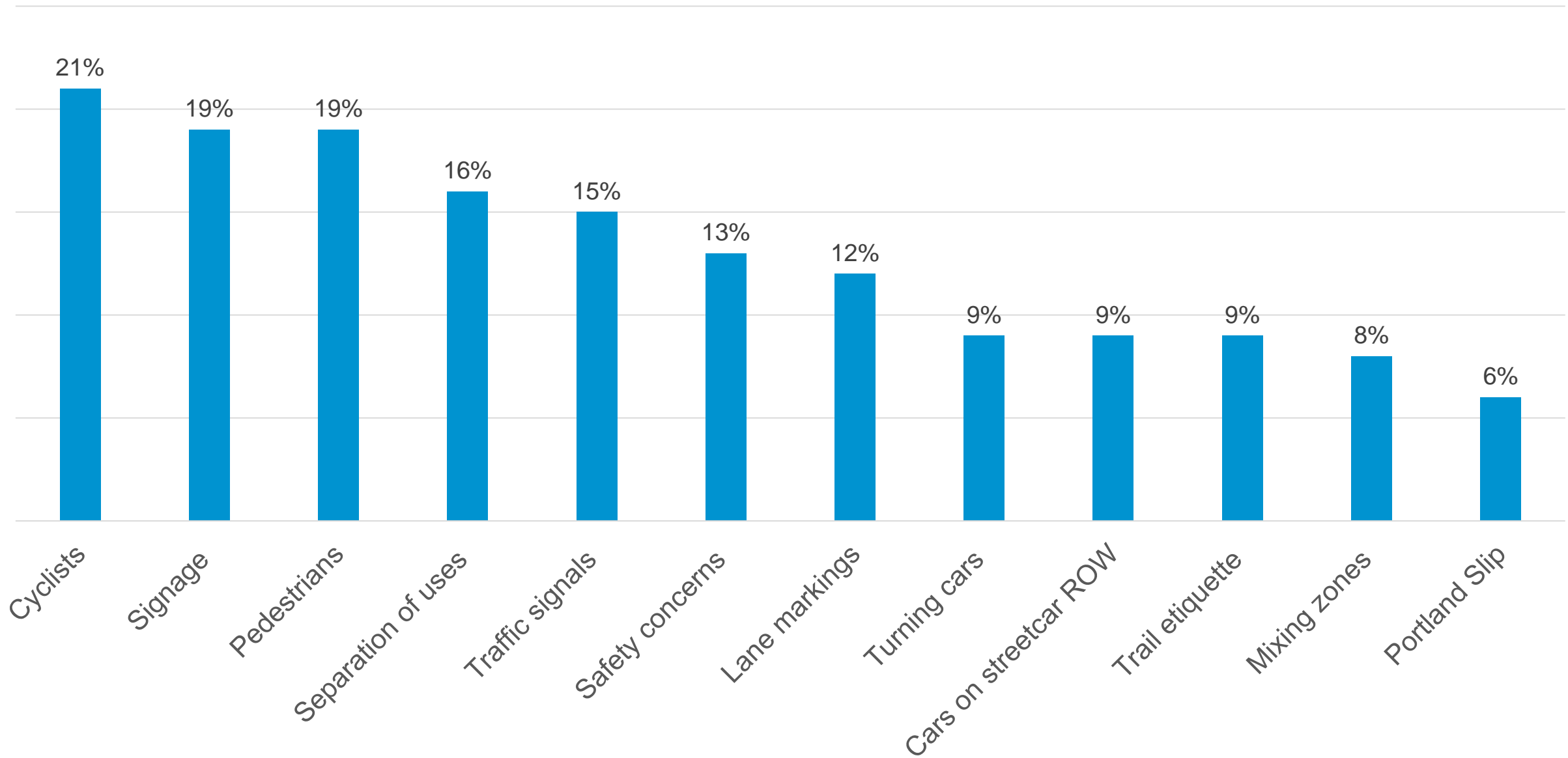
# **PUBLIC FEEDBACK & SOLUTIONS**

Pina Mallozzi  
Director, Design  
Waterfront Toronto

**Public Feedback & Solutions**



# Comments: Common Topics



# Comments: Common Topics

The image displays six tweets arranged in two columns and three rows. Each tweet includes a profile picture, the user's name and handle, a 'Follow' button, the text of the comment, the date and time, and engagement icons (reply, retweet, like). The tweets are as follows:

- HarbourSquareTO** (@HarbourSquareTO): "Build it and they will come. #Queensquay alive like never before. Bikers a delightful sight. Toronto tourism WIN. @WaterfrontTO" (3:51 PM - 26 Jun 2015, 11 retweets, 4 likes)
- eric démoré** (@EricDemore): "@WaterfrontTO Thanks for your vision and hard work. This space is going to be a valuable one for the city." (4:04 PM - 30 Jun 2015, 0 retweets, 0 likes)
- Jenergy** (@jenergize): "@WaterfrontTO @SeeTorontoNow Very impressed w waterfront & Queens quay. Beautiful! Especially love the music garden & wave decks! #vacation" (7:40 AM - 2 Jul 2015, 2 likes)
- Alex Davey** (@alexandradavey): "👍The Queens Quay bike path👍" (10:30 AM - 4 Jul 2015, 1 like)
- Ange Valentini** (@angvalentini): "@WaterfrontTO deserves our civic trust: @thekeenanwire m.thestar.com/#/article/news.... #topoli #cdnpoli" (12:34 AM - 2 Jul 2015, 1 retweet, 1 like)
- Nicky Jameson** (@nickyjameson): "@WaterfrontTO Love the new #queensquay, #torontowaterfront" (8:48 AM - 4 Jul 2015, 1 retweet, 1 like)

- The most common comment was “I like the design of the street.”
- 30% of people who wrote to us made this type of comment

# Review Process

- Based on public feedback as well as our own observations on the street, we saw that some changes and adjustments would help reinforce existing visual cues for drivers, cyclists and pedestrians.
- The current street was the result of thoughtful design. Existing regulatory signs and signals comply with the Ministry of Transportation's guidelines. Any changes to these cues must also adhere to these guidelines.
- Changes were reviewed by an interdisciplinary working group with members from the TTC, City of Toronto, Toronto Police and Waterfront Toronto staff.
- Proposed changes must go through extensive review process before approved.

# Public Feedback

## Cyclist behaviour 21%

- Not obeying signals
- Riding too fast

*“It is a pleasure to have the wide space in general including the separation from the car traffic.”*

*“Designing a ‘multi-use trail’ dependent on cyclists yielding to pedestrians [is] unrealistic.”*

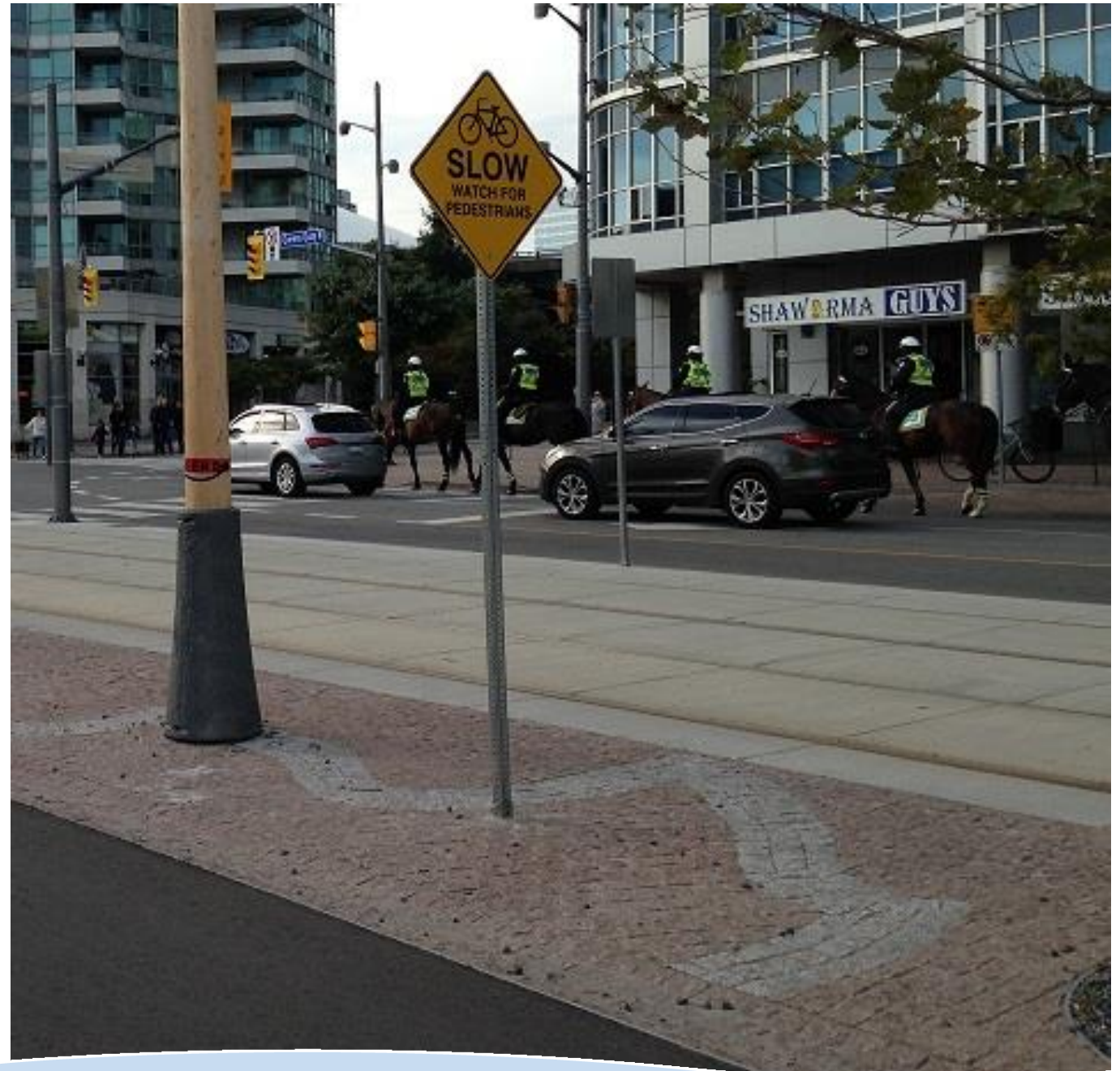
# Cyclist behaviour: changes

## Issue:

- Failing to yield to pedestrians
- Riding too fast

## Change:

- “WATCH FOR PEDESTRIANS” sign at mixing zones



# Cyclist behaviour: changes

## Issue:

- Confusion over where to stop at intersections

## Change:

- “STOP HERE ON RED” added to blue bicycle boxes



# Cyclist behaviour: changes

## Issue:

- Cyclists failing to yield to pedestrians at non-signalized crossing

## Change:

- “WATCH FOR PEDESTRIANS” added to blue box at Spadina



# Public feedback

## Signage 19%

- The Ministry of Transportation's standards for traffic signs need to evolve
- Signage generally unclear
- Too many signs
- More signs needed for pedestrians

*NOTE: Comments regarding signage often accompanied by concerns about lane markings or cyclist/pedestrian behaviour*



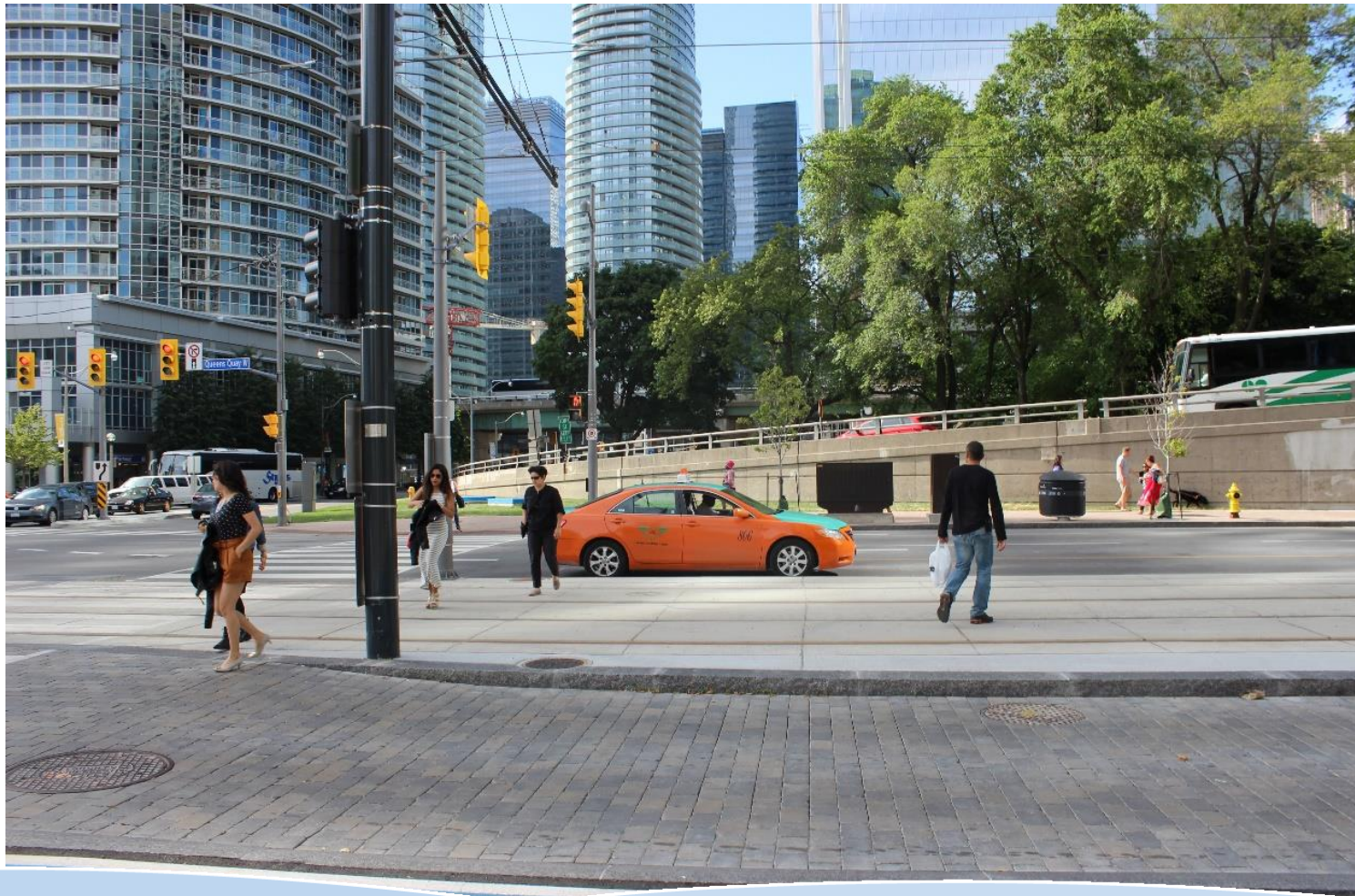
# Signage: considerations

- Our plan is not to continue to add signs and signals
- Almost all the signs currently in place are legally required
- The current signage is doing its job
- Some may change as standards evolve, but that takes time

# Public feedback

## Pedestrian behaviour 19%

- Crossing the Martin Goodman Trail without looking for cyclists
- Crossing the streetcar tracks mid-block



# Pedestrian behaviour: considerations

- The elephant feet (white dotted line) are a visual cue that the Martin Goodman Trail crosses the intersection.



**Public Feedback & Solutions**

# Public feedback

## Separation of uses 16%

- Separation between the Martin Goodman Trail and pedestrian crossings could be more clearly marked
- There should be more physical separation between the promenade, Martin Goodman Trail and streetcar tracks

*“It is hard to figure out where to stop as a pedestrian and how to cross the bike lanes.”*

# Separation of uses: considerations

- There is physical separation of uses: street furniture, trees, a rolled curb and changes in granite texture
- We've investigated this further, observed human behaviour and have found the current cues are sufficient

# Public feedback

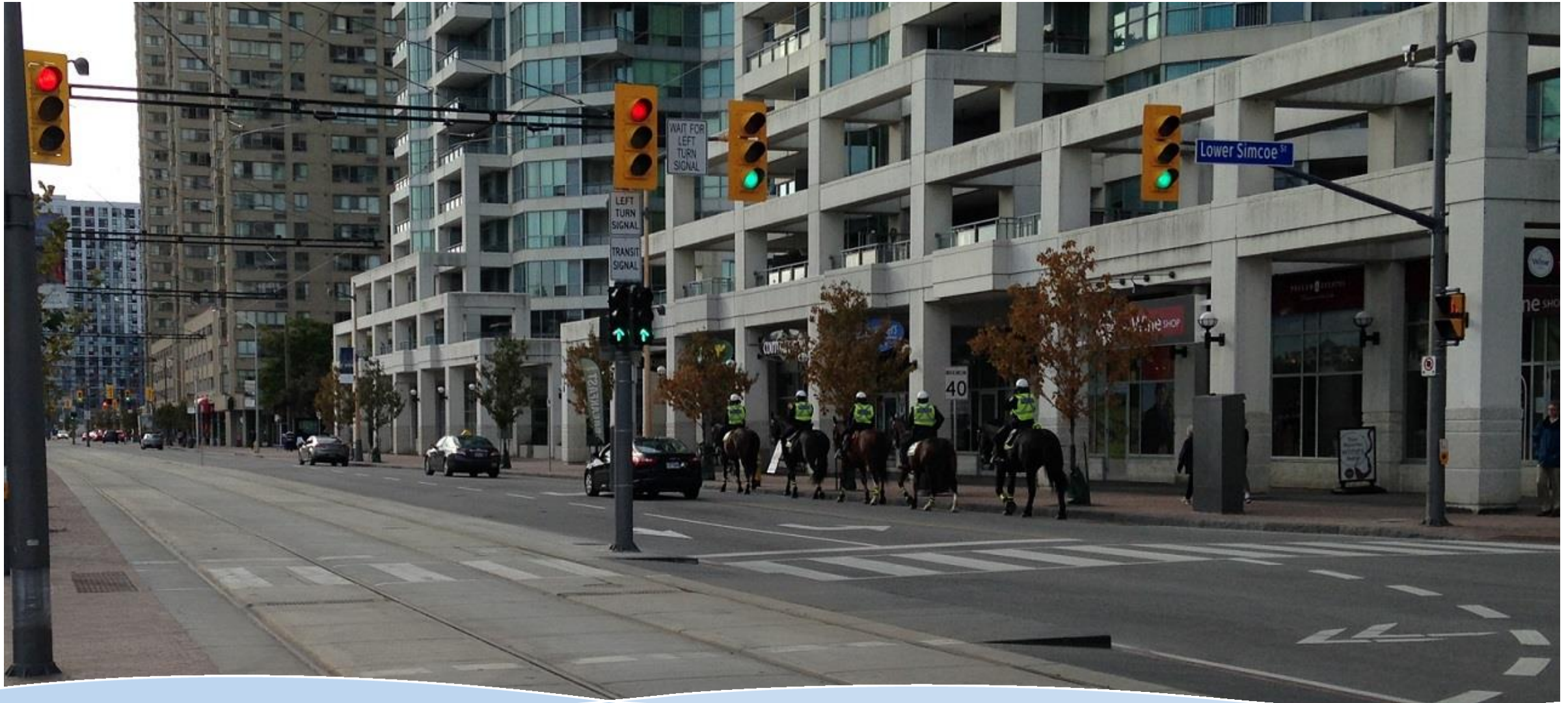
## Traffic signals 15%

- Suggested changes to the signals at the new intersections on Queens Quay include swapping globes for arrows or iconic lights
- Dedicated left turn signals are not clear to drivers
- The new design is *not* confusing for drivers
- The amount of time allowed for certain movements is too short

# Traffic signals: changes

## Issue:

- Cars turning against their dedicated signal



**Public Feedback & Solutions**

# Traffic signals: changes

## Changes:

- Transit signal changed from globes to arrows
- Sign/signal location optimized – a normal commissioning process
- “WAIT FOR LEFT TURN SIGNAL” sign added





# Traffic signals: changes

## Issue:

- Green lights at certain locations may need to be slightly extended
- Green light comes up infrequently at certain locations

## Changes:

- The system has gone through a normal period of commissioning, through which the majority of timing issues have been resolved
- We're investigating this with the City of Toronto and TTC and may extend the green phase at certain locations

# Public feedback

## Safety concerns 13%

### Specific concerns

- Signage for cyclists and drivers was needed at non-signalized driveways
- Crowding at York intersection due to commercial use

# Safety concerns: changes

## Issue:

- Pedestrian/cyclist safety at non-signalized driveways
- Pedestrian safety at Waterfront School layby

## Changes:

- Signs added for drivers and cyclists/pedestrians
- Bollards planned for layby



# Public feedback

## Lane markings and painting 12%

Existing markings are unclear

- The blue bicycle boxes on the Martin Goodman Trail
- Dotted lines (“skip lines”) guiding vehicles onto the Harbour Square Laneway

Suggestions for additional pavement markings

- Ways to highlight the fact that the streetcar tracks are closed to cars



# Lane markings and painting: changes

## Issue:

- Markings unclear or not visible enough

## Changes:

- We removed skip lines at York leading to Harbour Square laneway
- Some markings will be darkened
- We altered or removed other markings



# Public feedback

## How cars make turns 9%

- Failing to obey dedicated left turn signals at several intersections
- Making illegal right turns at several intersections

# How cars make turns: changes

## Issue:

- Cars turning against their dedicated left-turn signal

## Changes:

- Transit signal changed from globes to arrows
- Sign/signal location optimized – a normal commissioning process
- “WAIT FOR LEFT TURN SIGNAL” sign added
- We continue to observe this

*NOTE: Any proposed change must be reviewed by the City of Toronto and must comply with the Ministry of Transportation's guidelines*

# How cars make turns: changes

## Issue:

- Cars turning right illegally
- Drivers may be impulsive due to nearby parking, e.g. Robertson Crescent

## Changes:

- “Trailblazing” parking signs





# Public feedback

## Cars driving on the streetcar tracks 9%

- Turning east onto the streetcar tracks, rather than into the eastbound lane north of the TTC's right-of-way

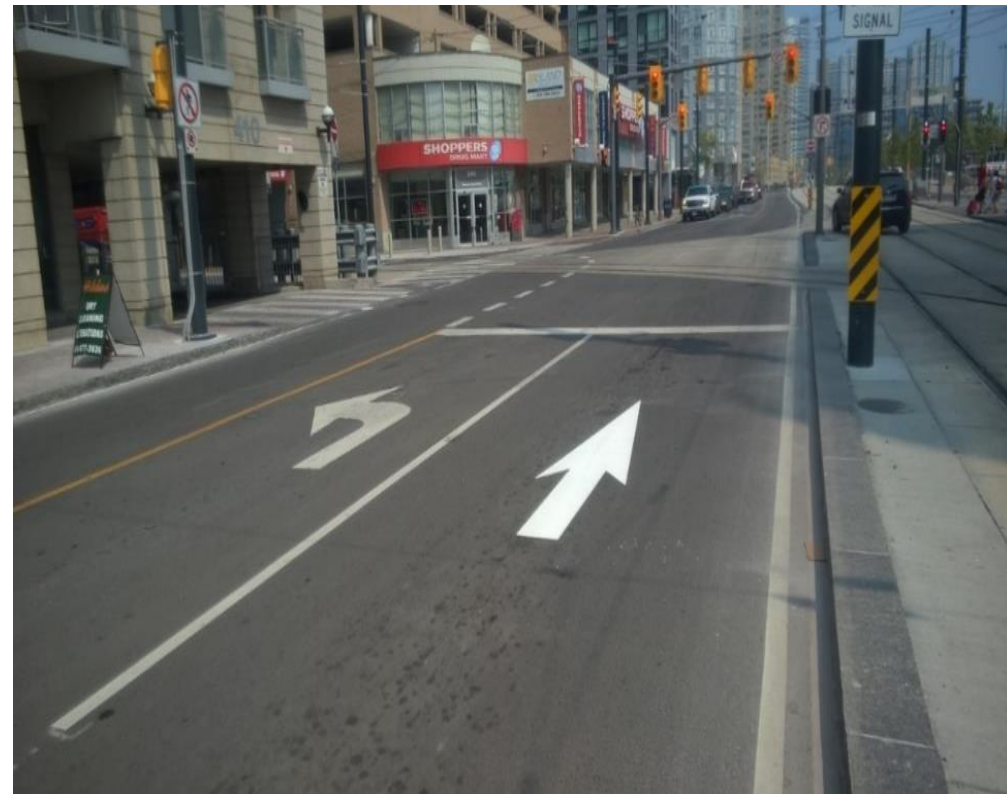
# Cars driving on the streetcar tracks: changes

## Issue:

- Southbound drivers turning east onto the streetcar tracks

## Changes:

- TTC “DO NOT ENTER” signage
- Through arrow added to eastbound lane



# Cars driving on the streetcar tracks: changes



**Public Feedback & Solutions**

# Public feedback

## Martin Goodman Trail Etiquette 9%

- Confusion over who is supposed to use the Martin Goodman Trail



# Martin Goodman Trail Etiquette: changes

## Issue:

- Lack of awareness that the Martin Goodman Trail is a multi-use trail
- Speeding cyclists

## Changes:

- Trail marker signs with speed limit of 20km/h



# Public feedback

## Mixing zones 8%

- The location of the pedestrian walk button – north of the Martin Goodman Trail
- Some pedestrians may not expect bicycles to be travelling east-west



# Mixing zones: considerations

- No one user has the right-of-way in these spaces
- The red granite of the promenade continues through mixing zones to let cyclists know they don't have exclusive right-of-way here
- Designed thoughtfully and with purpose

# Public feedback

## 60 M Gap in the Martin Goodman Trail – Portland Slip

- Unreasonable to expect cyclists to dismount
- Cyclists failing to stop or slow down



# Gap in the Martin Goodman Trail: changes

## Issue:

- Cyclists perhaps unaware that they no longer have the right of way

## Changes:

- Extra sign explaining why cyclists should dismount
- Caution striping at the narrowest point
- “TRAIL ENDS NEXT 60 M” painted in blue boxes



- Long-term solution to eliminate the gap in the trail is under review

# Additional public feedback

The following feedback is not represented in the report, which lists only the most common topics members of the public wrote to us about:

## **Issue: Illegal use of north-side laybys**

We have spoken with local parking enforcement, Ontario Motorcoach Association

## **Issue: Unsafe intersections at Stadium Road, Little Norway Crescent**

We painted “STOP” in blue bicycle boxes to draw attention to the 4-way stop

# Changes pending or under review

We are reviewing or making additional changes related to the following:

- **Left turn signals:** Reviewing in collaboration with the City and TTC
- **Robertson Crescent:**
  - Working with the City and TTC to establish how to lengthen the green light with no impact on transit
  - Installing directional signage for drivers exiting garage
- **Cyclist speeds:** Installing bylaw signage to support 20km/h speed limit
- **Parking:** Installing trailblazing signs to direct drivers to parking lots in the area
- **Visibility:** Reviewing possible darker outline for certain pavement markings
- **York Street:** Investigating how to differentiate the access to Harbour Square
- **Bay Street:** Investigating whether a dedicated left turn signal (west to south) is warranted
- **Trash bins:** Requesting that additional bins be added along Queens Quay
- **North-south crossing times:** Investigating increase during busy periods, e.g. Blue Jays games

**Additional Changes**

# Thank You!



**Official Opening: June 19, 2015**