



## Summary of Public Input from Winter 2020 Pop-up Kiosks

### About the Pop-up Kiosks

Pop-up Kiosks were held at the City of Vaughan Winterfest on February 9 and the 2020 Vaughan Business Expo on February 11, 2020. The purpose of the Pop-up Kiosks was to promote awareness of the City’s Transportation Plan Study and to learn about travel behaviour and ideas for improving travel choices within Vaughan from the public. By presenting materials at these two events in locations where the public is already gathering, the Project team was able to have conversations with approximately 225 individuals about travelling in Vaughan.

**Winter 2020 Pop-up Kiosks**

At Winterfest on February 9, from 9 a.m. to 3 p.m. at the Vellore Village Community Centre.

At the 2020 Vaughan Business Expo on February 11, from 8:00 a.m. to 3:00 p.m. at the Terrace Banquet Centre.

The display used at the Pop-up Kiosks is shown at **Figure 1**. It consisted of a 3-panel board that provided information about existing and anticipated future travel patterns in the city, and visual images of innovative ideas that could be considered for improving travel choices by all modes. Two questions were used to prompt input as follows:

- What is important to you when choosing how to travel? Convenience, Cost, Time, or Other?
- What about travelling in Vaughan would you improve?

Residents were encouraged to write an idea or concern on a post-it note and place it onto the display. Project team members were available to share information about the study and to discuss ideas with community members. The Project team also distributed project postcards that provided information about how to receive information about the study and how to participate in an ongoing on-line survey through the City’s website.



**Figure 1 – Pop-up Kiosk Display**

## Part 1: Key Messages heard at the Winterfest Pop-up Kiosk

The City's Winterfest event was extremely well attended and the foot traffic at the Transportation Plan Pop-up Kiosk was consistently high throughout the day. Over 180 conversations were held at the Winterfest Pop-up Kiosks. Some involved discussing current travel characteristics and behaviours and others identified potential ideas that residents felt would improve the transportation system. Conversations were held with families with multiple children and older adults. The photos below are of activity at the Winterfest Kiosk.



Residents were encouraged to identify what matters most to them when they are choosing how to travel within the City. They could share their view by placing any colour of dot on the display to indicate the significance of convenience, time, or cost in their decision-making. Many noted that they felt that having family and children limited their opportunity to use transit or other modes of travel and was the primary reason that they used their car daily. **Figure 2** shows the results from this public input exercise.

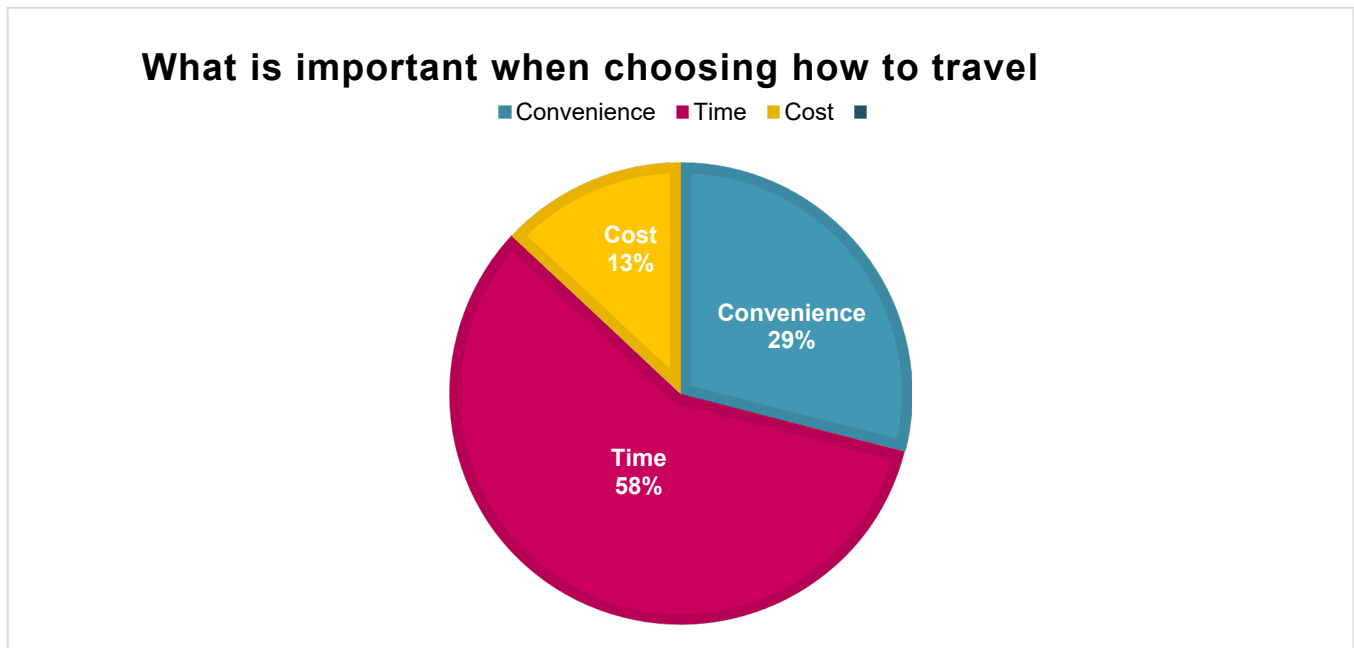


Figure 2 – Responses noted for what matters most when choosing how to travel

The project team recorded 187 individual ideas which were written on post-it notes and placed on the display. These are shown at **Figure 3**.



**Figure 3 – Photo of ideas and concerns noted on post-it notes**

This public input activity was popular, and many residents liked the idea of being able to share a concern or suggestion about how Vaughan’s transportation network could be improved by writing the idea on a post-it note. Several common themes and messages were noted. Five key topics emerged as follows:

Number of times noted on post-it notes	Key topics
69 comments noted	Improving transit with increased frequency and reliability, more convenient bus stop locations, better integration with other modes, and overall ease of use and convenience of the system.
50 comments noted	Addressing traffic congestion with frustration noted about congestion and delays associated with bottlenecks in the existing traffic network and with recurring construction projects.
41 comments noted	A desire to bike more with the hope that the City of Vaughan will provide more expanded and safer bike infrastructure.
14 comments noted	Better walking conditions with more focus on creating pedestrian-friendly streets.
13 comments noted	Ideas about future innovations that could make a difference including opinions about relatively new, or not-yet available services and technologies.

Figures 4 through 8 include the common themes and messages that were noted through the post-it notes received at the Winterfest Pop-up Kiosk.

**Figure 4 – Ideas about improving transit (69 comments noted)**

Common Themes	Key Messages Frequently Noted
<p><b>Bus service frequency needs to be increased and reliability improved</b></p>	<p>There are numerous comments related to buses running behind schedule and being unreliable. Examples of wait times ranged from 30 minutes to an hour depending on location.</p> <p>It was noted that many routes buses are infrequent with worse service during evenings and weekends.</p> <p>Residents identified specific concerns with reliability for, direct bus connections to the VMC, to the hospital and along routes 77, 20, 165.</p>
<p><b>Distance between bus stops and poor walking conditions impedes transit use</b></p>	<p>Residents noted that to take transit they would need to walk long distances and in unsafe conditions (i.e. where there is no sidewalk) to reach a bus stop.</p> <p>Parents noted that poor locations and distance between stops is an impediment and they don't consider it safe for their children to use transit.</p>
<p><b>Time is a factor for choosing transit over car travel</b></p>	<p>Transit competitiveness was noted as a challenge, as many residents noted that most transit trips would require numerous connections and would take substantially longer compared to car trips.</p>
<p><b>Additional improvements are needed for how buses and transit users access the Rapidway</b></p>	<p>Residents noted that they like the dedicated right of way for transit on Highway 7 and the improved service due to this enhancement.</p> <p>Many comments mentioned that all buses should take advantage of the Rapidway and that the current configuration where some buses use the Rapidway and some use regular stops is confusing for the user. Negative comments were also received about the impracticality of placing the Rapidway in the median, exposing waiting passengers to passing traffic, splashing snow and water, as well as needing to cross multiple lanes of traffic to access the stops.</p>
<p><b>Additional transit and Rapid Transit are desirable</b></p>	<p>Residents noted that they would like to see additional rapid transit including improved transit corridors along Rutherford, extending the subway from VMC to the new hospital area and Vaughan Mills, converting Highway 7 to an LRT and developing the 407 Transitway.</p>
<p><b>Integration with other modes is hampered by lack of car parking, pick-up and drop-off areas and bicycle parking</b></p>	<p>Parking capacity, at the TTC Subway and GO stations were of concern for many residents.</p> <p>Numerous complaints were noted about the limited availability of parking at VMC and GO stations.</p> <p>The parking infrastructure at the VMC was noted to not be user friendly.</p> <p>Lack of availability of bike parking at GO Stations, and bike infrastructure connecting to those was a frequently cited topic.</p> <p>There is a desire to better integrate the Langstaff/427 Carpool lot with transit.</p> <p>Other residents would like to see better integration of taxi stands/ pick up and drop offs at VMC.</p>
<p><b>Fare integration between different regional/City networks need to be improved</b></p>	<p>Fare integration was also mentioned, as many residents travel between York Region and Toronto and must pay double fares. They would like to see more seamless integration of fares between networks.</p>

**Figure 5 – Ideas about improving the road network (50 comments noted)**

Common Themes	Key Messages Frequently Noted
<b>Traffic congestion is a top concern for many residents</b>	Traffic congestion is an issue. Specific intersections and corridors were mentioned, with Rutherford, Weston, Highway 7 and Major Mackenzie being most often referenced. Changes are needed in the overall transportation system management. Better traffic signal coordination and incorporation of lane reversals were two frequently noted suggestions.
<b>Left turning movements need to be better addressed</b>	Residents noted concerns about there being no left turns at certain locations (e.g. Jane and Avro), or taking too long to make left turns (e.g. Centre and New Westminster). Many residents suggested that a second left turning lane is needed. Additional concerns were brought up about limited opportunities for left turns when exiting subdivisions.
<b>The impact of construction on traffic congestion requires better coordination</b>	Construction and its impact to traffic congestion was referenced often. Numerous construction-related comments referenced Highway 7 and Yonge Street, as well as suggestions for better coordination between the Region, City and adjacent municipalities to manage the impacts of concurrent construction work.
<b>Traffic calming measures should be explored</b>	Traffic Calming measures were cited by many residents to reduce neighbourhood infiltration and reduce speeds on local areas. Suggestions included roundabouts and speed bumps.

**Figure 6 – Ideas about cycling (41 comments noted)**

Common Themes	Key Messages Frequently Noted
<b>Protected bike lanes are a key priority for residents</b>	Residents mentioned that they don't feel safe riding near traffic. Residents support protected bike lanes. Many would like to have separated bike infrastructure where all family members could feel safe and comfortable riding.
<b>The lack of secure bike parking is impeding transit use</b>	Secure bike parking at GO and subway stations was noted by residents as an obstacle that is keeping them from biking to transit more often.
<b>Better bike connections to destinations and into subdivisions could increase cycling</b>	Residents would like to have better bike connections to community destinations, such as transit stations, the new VMC YMCA, and other community facilities. Better connections into subdivisions were also referenced. The lack of connections was noted as an impediment to cycling.
<b>Better education on bike use, bike routes and safety are important</b>	The need for more bike education for children and adults was frequently noted. Many adults noted that they do not know how to bike and/or are not familiar with the network. Many drivers on the other hand mentioned that cyclists do not respect the rules of the road and posted signs.
<b>Residents like being able to take their bike on the bus</b>	Integration with other modes, such as being able to take your bike on buses, was a feature that many residents appreciate. They would like to be able to bike to transit stops and stations and securely park.
<b>There is interest in a bike sharing program</b>	There is interest in a bike sharing program as a desired addition to the available options. Many residents said that they would use bike share to get around and connect to transit. Affordable pricing and straightforward use for adults and children was important.

**Figure 7 – Ideas about walking (14 comments noted)**

Common Themes	Key Messages Frequently Noted
<p><b>More direct walking connections are needed with more sidewalks and better sidewalk conditions</b></p>	<p>Sidewalk availability was a concern for many residents, as they noted that they often don't feel safe walking, or accessing bus stops due to the limited sidewalk availability.</p> <p>Many residents noted that they would like to have more direct connections citing that currently subdivision connections are too circuitous and result in long walking distances.</p> <p>Some residents also expressed the need for wider sidewalks to and around some destinations (e.g. near the Promenade Mall).</p> <p>Sidewalk snow clearing was also mentioned as something that needs improvement in the winter.</p>
<p><b>Improvements are needed to better establish pedestrian friendly environments for improved walking</b></p>	<p>The public realm needs to better plan for and create a pedestrian friendly environment which is greener and more inviting.</p> <p>Residents want to feel more comfortable walking along streets.</p> <p>Weather conditions should also be considered to encourage walking in all weather.</p> <p>Traffic congestion and idling vehicles deters walking for some residents who have health concerns about air quality resulting from the emissions.</p>

**Figure 8 – Ideas about innovation (13 comments noted)**

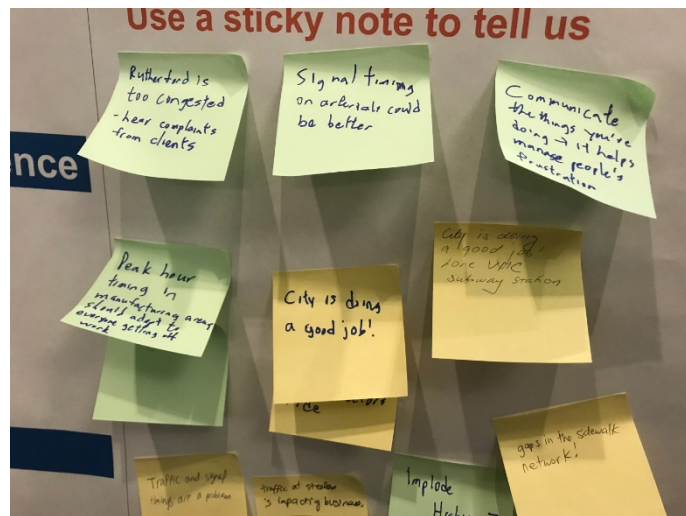
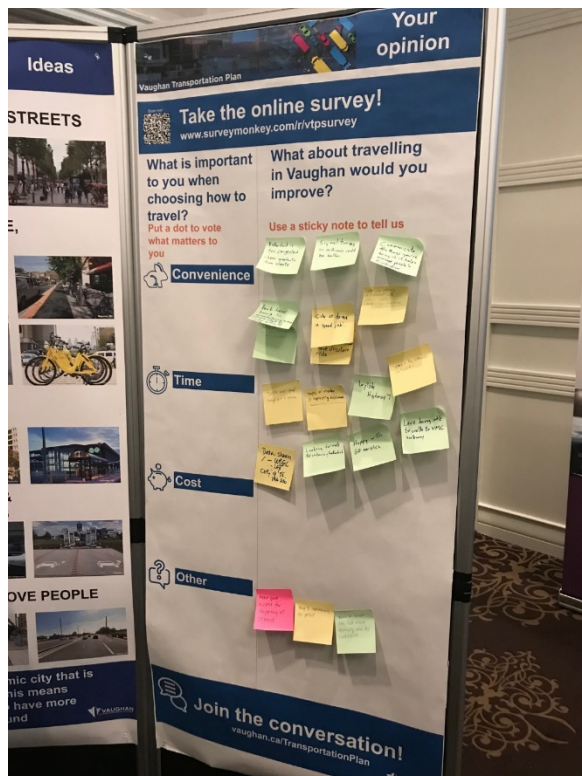
Common Themes	Key Messages Frequently Noted
<p><b>There is interest in using e-scooters and e-bikes.</b></p>	<p>Residents said that they would use e-scooter and e-bikes and that they found this to be a family friendly activity. They also mentioned that this option would facilitate accessing frequent bus service stops or the VMC from subdivisions.</p> <p>They think that a potential sharing service should be inexpensive and easy to use.</p>
<p><b>Ridesharing is popular</b></p>	<p>Many residents noted that they are comfortable using ridesharing. Many residents said that they switched from transit to ridesharing because it is more convenient, and the cost difference is marginal.</p>
<p><b>Automated vehicles are considered a far-future idea</b></p>	<p>Residents who referenced automated Vehicles consider this to be a far-future idea. Residents indicated that they are unsure about how comfortable they would be riding in an automated vehicle.</p>

## Part 2: Key Messages from the 2020 Vaughan Business Expo

The City's 2020 Vaughan Business Expo is a popular annual event held with businesses to showcase products and services within a diverse range of business sectors. The event includes presentations, demonstrations and a trade show. The City's Pop-up Kiosk was set up in the trade show area for the day. Over 30 conversations were held. Participation at the Expo provided the ability to undertake direct outreach with companies to inform them about the Vaughan Transportation Plan and to discuss ideas and opportunities. The photos below are of activity at the Business Expo Pop-up Kiosk.



The project team recorded 19 individual ideas which were written on post-it notes and placed on the display. These are shown at **Figure 9**.



**Figure 9 – Photo of ideas and concerns noted on post-it notes and placed on the display**

**Figure 10** include the common themes and messages that were noted through the post-it notes received at the 2020 Vaughan Business Expo. Several business representatives indicated that they felt that the City was taking good steps to address transportation issues. They would like to see more communication about what the City is doing to inform residents and businesses of the progress being made.

**Figure 10 – Ideas about improvement to the transportation system**

Common Themes	Key Messages Frequently Noted
<b>Interventions are needed to improve travel along arterial roads and intersection capacity</b>	<p>Traffic at intersections was noted to be a problem.            Signal timing on arterial roads could be better.            There are key problem areas which are noted to be impeding business and impacting customers e.g. along Steeles and along Rutherford and at Jane and Rutherford.            Highway 7 improvements are being effective.            Issues still exist along the Highway 7 corridor.            Widening Rutherford Road is seen as being positive.</p>
<b>Goods movement considerations need to be accommodated in transportation planning</b>	<p>Need good access for shipping at CP Yard.            Would like to see more focus on transportation for improving goods movement.            Peak hour timing in manufacturing areas should adapt to everyone getting off work.</p>
<b>Transit infrastructure improvements are good</b>	<p>Love the VMC Subway Station.            Love being able to walk to the VMC subway.            Happy with GO Service.            Should investigate origin and destination data for ridesharing to transit stations (e.g. Uber and Lyft) to better understand where they are dropping people off and to address demand.</p>
<b>Would like to see improvement to active transportation</b>	<p>Need to address gaps in the sidewalk network.            Bikes on streets can feel unsafe especially when big trucks pass by.            Could have a bike rodeo as a fundraiser and have company directors ride to encourage employees to cycle to work.</p>