

A photograph of a street intersection. A blue street sign with white text reads "Jane St". To the right of the sign is a yellow traffic light with a green light illuminated. In the background, there are utility poles, power lines, and a residential building with a gabled roof.

Jane Street Road Safety Review: **Equity-Driven Community Engagement Process**

Final Report - July 2023







ACKNOWLEDGMENTS

The Jane/Finch Centre would like to give a special thanks to all the community members who participated in the Jane Street Road Safety Review and shared their thoughts, concerns, experiences, and ideas on travelling along Jane Street. We would also like to thank our co-facilitators and community partners, who generously contributed their insights, expertise, and time to ensure a meaningful engagement process.

Project Partners

- IBI Group
- Jane/Finch Centre
- City of Toronto
 - Transportation Services
 - RapidTO Team and associated stakeholders under the City of Toronto
 - Public Consultation Unit, City Planning and Strategic Communications
- Toronto Transit Commission (TTC)

Community Partners

- Centre for Spanish Speaking Peoples
- TTC Riders



CSSP Centre for Spanish Speaking Peoples
CGHH Centro para Gente de Habla Hispana



Community Co-Facilitators:

- Nawal Mohamud, Jane/Eglinton resident leader
- August Pantitlán Puranauth, TTC Riders
- Shelagh Pizey-Allen, TTC Riders
- Gia Pflucker, Programs and Services Director, Centre for Spanish Speaking Peoples

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Promotional Materials:

Caitlin Arizala of the [Flaunt It Movement](#) designed this report and all promotional materials for the Jane Street Road Safety Review. Flaunt It is a youth-led community artist collective that fosters self-love, highly-esteemed representation, and leadership opportunities for women through artistic activism and community-led campaigns. They primarily serve young, racialized youth in Northwest Toronto.



Flaunt it



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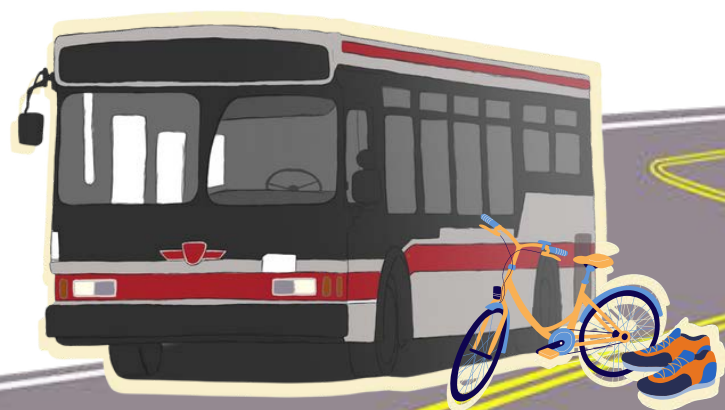
EXECUTIVE SUMMARY

The City of Toronto and Toronto Transit Commission (TTC) are currently looking at a variety of design plans to improve public transit, active transportation, and overall transportation safety on Jane Street between Eglinton Avenue West and Steeles Avenue West through RapidTO, Cycling Network Plan, and Vision Zero. As part of this project, the Jane/Finch Centre and private architecture, engineering, and planning firm IBI Group worked together on an in-service safety review and equity-driven community engagement process to better understand historic and current road safety issues on Jane Street.

From June to October 2022, the Green Change team at the Jane/Finch Centre collaborated with resident leaders and community partners to host a range of engagement activities focused on major intersections in the study area, including street outreach, in-person walking tours, and virtual community meetings.

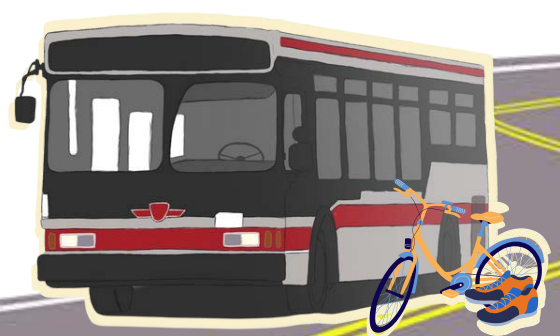
Over 203 residents from local communities participated in the process and shared their thoughts, concerns, experiences, and ideas on travelling along Jane Street.

Below are the **key safety issues** and **recommendations** that residents identified during the engagement process. This community input will help inform the City's and TTC's design plans for improving transit and safety in the study area.



Historic and Current Safety Issues

- 1 Sidewalks along Jane Street are narrow and poorly maintained, causing tripping hazards, accessibility issues for people using mobility devices, and safety concerns for residents who feel as though there is not enough distance between themselves and vehicles on the road.
- 2 There are no bike lanes on Jane Street. Residents with bicycles, e-bikes, and scooters ride on the sidewalks, because they feel there is a major risk they might collide with a vehicle on the road. This issue in turn places pedestrians at risk of collision with cyclists on the sidewalks.
- 3 The lack of infrastructure for pedestrians on Jane Street (pedestrian crosswalks, crossing guards, barriers, etc.), puts residents at potential risk of collision with vehicles when crossing at major intersections. Jane Street also lacks street lighting on the sidewalks and in parking lots so people feel safe walking at night.
- 4 Residents stated that there are not enough buses running on Jane Street, causing long wait times, extremely crowded bus stops during rush hour, and packed buses with limited space that make residents feel uncomfortable. There are not enough proper shelters at bus stops on Jane Street to protect people from the elements while they are waiting for the bus. The existing shelters on Jane Street are either poorly maintained or are not designed with people's personal safety in mind.
- 5 There is minimal snowbank clearing at bus stops during the winter months. High snow banks create a safety risk for residents getting on and off TTC buses.
- 6 Bus stops are sometimes temporarily relocated away from intersections with pedestrian crossing signals during major construction projects, such as the Finch West Light Rail Transit (LRT) project. As a result, residents end up crossing the street mid-block after they get off a bus, creating a risk of collision with a vehicle on the road.
- 7 Residents shared that larger systemic issues related to socioeconomic status, gender identity, and sexuality impact their personal safety concerns.



Recommendations For Improving Safety Along Jane Street



Widen sidewalks and move bus shelters back from the street



Add a temporary crosswalk/crossing guard to bus stops that have been moved away from an intersection so residents are not crossing mid-block



Add more lighting and shade structures



Install all-way pedestrian crossings at busy intersections



Add bike lanes with physical barriers



Add more seating at bus stops and design bus shelters that protect people from the elements



Design bus stops in a way that can better manage the flow of people exiting and entering the bus during rush hour



Consider adding murals, paintings, and art



Provide QR codes for bus text updates in languages popular along Jane Street, such as Spanish and Vietnamese



Consult residents before changing the location of any bus stops



INTRODUCTION

The City of Toronto and Toronto Transit Commission (TTC) are currently investigating a variety of design plans to improve public transit, active transportation, and overall transportation safety on Jane Street from Eglinton Avenue West to Steeles Avenue West through RapidTO, the Cycling Network Plan, and Vision Zero Road Safety Plan. Potential improvements include dedicated bus lanes, street lighting, improving the location of bus stops, increasing the width and accessibility of sidewalks, new bike lanes, and improving the frequency of buses along Jane Street to provide more reliable service and quicker trips.

Jane Street supports a diverse range of communities, including seven designated Neighbourhood Improvement Areas that have historically faced neglect, underinvestment, and systemic social, economic, and health inequities. It was essential to consider this context and identify the unique needs of local

equity-deserving residents and vulnerable road users to ensure that the City's and TTC's design plans best serve everyone.

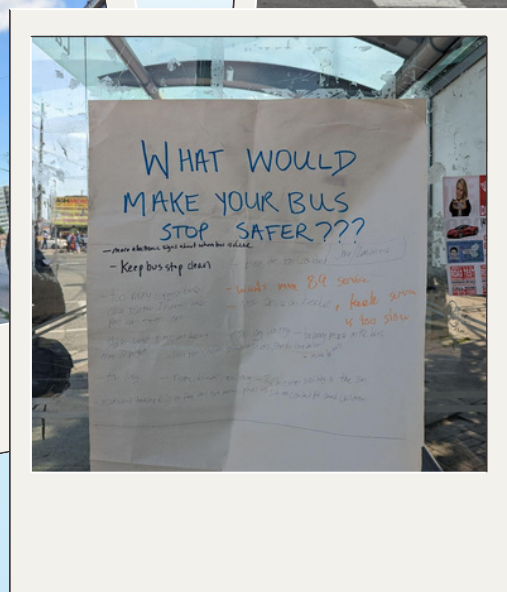
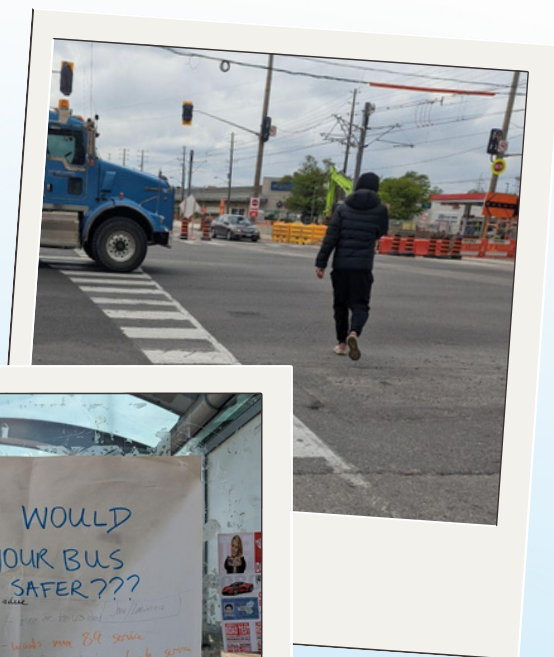
- **What social, economic, and cultural factors influence how community members use the public transportation system?**
- **What non-transportation community concerns impact road-user safety?**
- **What does a successful safe street look like within the context of local communities?**

To better understand neighbourhood road safety needs and priorities, IBI Group teamed up with the Green Change team at the Jane/Finch Centre to plan and facilitate an equity-driven community engagement process. The Jane/Finch Centre is a multi-service community organization based in the Jane-Finch neighbourhood that focuses on reducing poverty through community engagement, capacity building, and advocacy.

From June to October 2022, the organization hosted a range of engagement activities with communities along Jane Street from Eglinton to Steeles. The facilitation team gathered input through street outreach sessions, virtual community meetings, in-person walking tours, and a final public meeting.

This report highlights key issues shared by local residents and puts forward a set of community recommendations to improve transit and road safety on Jane Street. It provides only a snapshot of the important conversations that took place around people's living experiences and safety concerns, in particular at major intersections.

Before this report was finalized, the content was subject to participant, co-facilitator, and community partner review.



EQUITY-DRIVEN COMMUNITY ENGAGEMENT PROCESS

The overarching goals of the community engagement process were to better understand historic and current road safety issues on Jane Street and to gather input from local residents on what types of improvements would make them feel safer when travelling in the area. We based our equity-driven approach on centering the living experiences, knowledge, and expertise of local residents, especially low-income, working-class racialized community members, who use public transit every day, are most at risk of collisions, and will ultimately be most impacted by any future design changes to Jane Street. This transportation equity lens was different from traditional in-service safety review processes, as it considered socioeconomic factors, demographic data, as well as specific resident needs and preferences identified through on-the-ground community engagement.

Objectives



Build knowledge, relationships, and trust with local residents and partners along Jane Street



Directly engage and collect input from local equity-deserving community members about their road safety concerns and safety perceptions to identify historic/current needs and challenges to be addressed through future design plans

Guiding Principles

The following principles guided the design and delivery of the community engagement process:

1. Treat all residents, co-facilitators, and community partners with respect, dignity, and kindness and ensure community power throughout the engagement process;
2. Maintain an equity-driven approach pertaining to transportation and road safety;
3. Acknowledge historical community traumas, stigma, and multiple forms of structural and systemic oppression, including those linked to poverty, racism, criminalization, and past consultation processes, and take responsibility to not cause harm;
4. Facilitate transparency and accountability by focusing on local communities to ensure that the engagement process is respectful, just, and beneficial to current residents and road users of Jane Street;
5. Actively reflect and implement the Jane-Finch Community Research Partnership's principles and practices for conducting research and engaging community members;
6. Recognize and honour people's time, knowledge, and labour by compensating community partners, co-facilitators, and participants;
7. Partner with local resident leaders, grassroots groups, organizations, and other community partners along Jane Street to co-design, co-facilitate, and provide oversight on the engagement activities; and
8. Help ensure community contributions are valued, used, and reflected in all final project deliverables and outcomes.



Target Participants

Through the community engagement process, we aimed to centre the experiences of equity-deserving groups and vulnerable road users living, working, and/or participating in local communities along Jane Street within the study area. Specifically, we targeted residents who walk, wheel, bike, and/or ride public transit.

- **Vulnerable road users** included pedestrians, cyclists, children, older adults, seniors, people with mobility barriers, and people with cognitive and visual impairments, who are not protected by being in a vehicle and suffer disproportionately from unsafe road and traffic conditions.
- **Equity-deserving groups** included Black and racialized residents; young people; newcomers (residents who have recently left another country to settle in Canada); residents whose preferred language is not English (with a focus on Spanish- and Vietnamese-speaking communities); low-income, working-class, and precarious workers; local residents from communities who have historically been excluded from conventional urban planning and public consultation processes as a result of systemic oppression and other barriers; and residents at the intersections of these identities.

During street outreach sessions, we were able to talk to many vulnerable road users, such as parents/caregivers travelling with children, people with mobility barriers, and young people. During the in-person walking tours and virtual community meetings, we were able to reach many Black and racialized residents, residents whose preferred language is Spanish, as well as low-income, working-class, and precarious workers. We held three virtual community meetings with simultaneous Spanish interpretation, including one with support from the Centre for Spanish Speaking Peoples, which created a more accessible and welcoming space for Spanish-speaking residents to participate.

At the Jane/Finch Centre, we recognize that there were challenges and limitations to our engagement process, with respect to our outreach methods, the types and locations of activities, staff capacity, project timeline, and overall participation from our target population groups and communities. Learning from this road safety review, future projects focused on improving Jane Street should continue to invest in facilitating

accessible, inclusive, and authentic engagement processes with equity-deserving groups and vulnerable road users, such as Vietnamese-speaking residents and people with cognitive and visual impairments.

Key Discussion Topics

With our project partners, we identified some key discussion topics to inform the engagement process and guide conversations with residents about their road safety experiences. These topics focused on the connections between the physical environment, infrastructure, safety, and equity. Through discussions, we hoped to gain a better understanding of how existing conditions are affecting people's daily experiences and feelings of safety on Jane Street, and what kinds of transit priority, pedestrian, and cycling improvements could address historic and current safety challenges.

- **Road safety factors**, such as:
 - Amount of street lighting and visibility at night
 - Width of sidewalks
 - Location of bus stops
 - Space on transit vehicles and at bus stops
 - Bike lanes
 - Continuity and connectivity of sidewalks
- Location of crossings (Are they close to bus stops and/or major destinations?)
- Safety measures for school children at crossing locations
- Signs and pavement markings (e.g. signage at pedestrian crossings and bus stops)
- Traffic speed
- Time of day (e.g. travelling during the daytime versus at night)
- **Transportation equity***
 - Accessibility for all ages, abilities, and demographics
 - Accounting for all modes of transportation with a focus on cyclists, pedestrians, and transit riders first
 - Addressing safety concerns for those travelling along Jane Street who feel unsafe due to their race, gender presentation, sexuality, disability, and/or age
- **Personal safety and security** (might influence when and how people travel)
- **Transit-related pedestrian conflicts** (collisions at/near bus stops and any other collisions involving transit vehicles and pedestrians)

Community Partners and Co-Facilitators

We partnered with several community partners and co-facilitators to leverage existing local knowledge and relationships, deliver more meaningful engagement activities, and build capacity around transportation planning and road safety design. Both co-facilitators and community partners were compensated with honouraria for their time and work on the project.

Our community partners were the Centre for Spanish Speaking Peoples and TTC Riders. We worked with each of them to co-design the format, agenda, and materials for a joint engagement activity and identify residents who might be interested in being co-facilitators. They also supported community outreach and co-facilitation.



Centre for Spanish Speaking Peoples
Centro para gente de Habla Hispana

Established in 1974, **the Centre for Spanish Speaking Peoples** is a non-profit organization that serves the Latinx/Hispanic community through a variety of programs and services. Based at the Jane/Wilson intersection, they had strong connections with local Spanish-speaking residents, which allowed us to recruit participants for Virtual Community Meeting #3.



TTC Riders is a volunteer-led, membership-based organization of transit riders. They are made up of seasoned grassroots leaders, with experience doing community outreach, organizing, and advocacy for accessible, frequent, and dignified public transit across Toronto. TTC Riders already had experience doing outreach in the study area through one of their community campaigns and were familiar with transportation equity concerns at Jane Street and Lawrence Avenue West in particular. As a result, their members were able to assist with co-designing Walking Tour #1 and doing street outreach around the Jane/Lawrence intersection to get feedback from residents on road safety.


Our co-facilitators included August Pantitlán Puranauth and Shelagh Pizey-Allen of TTC Riders for Walking Tour #1 (Jane/Lawrence) and Gia Pflucker of the Centre for Spanish Speaking Peoples for Virtual Community Meeting #3 (Jane/Wilson). Through our community networks, we were also able to connect with Nawal Mohamud, a local leader and life-long resident from the Jane Street and Eglinton Avenue West area. She became our co-facilitator for Walking Tour #3.

In their roles, the co-facilitators supported us with identifying specific participant needs, barriers, and supports to ensure a more inclusive process and safe spaces for discussion. They also provided feedback on the format, agenda, and participatory tools for each activity.

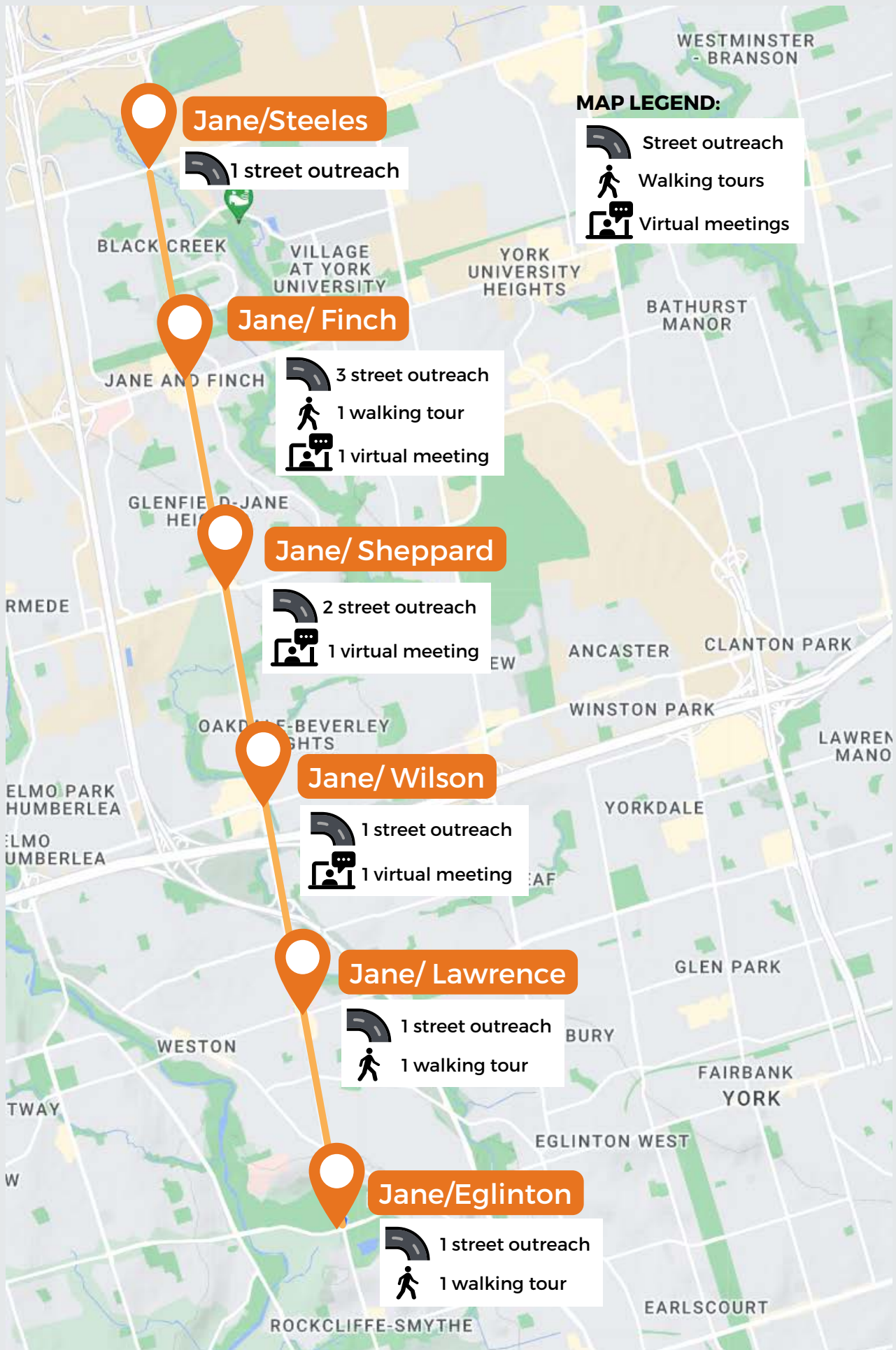
Engagement Activities

From June to October 2022, local residents provided their input through street outreach sessions, in-person walking tours, virtual community meetings, and a final report-back meeting. With the support of our community partners and co-facilitators, we directly engaged over 203 residents in conversation and reached well over 82,000 accounts/people through our promotional activities.

Given the large study area and short project timeline, we looked at a list of the top 15 locations for collisions involving pedestrians and cyclists on Jane Street to identify six major intersections where we could focus our activities. Concentrating on the following intersections enabled us to prioritize some of the community members most at risk and impacted by historic/current road safety issues:

- 
- Jane Street and Steeles Avenue West**
 - Jane Street and Finch Avenue West**
 - Jane Street and Sheppard Avenue West**
 - Jane Street and Wilson Avenue**
 - Jane Street and Lawrence Avenue West**
 - Jane Street and Eglinton Avenue West**

The map below highlights the various engagement activities that took place at those intersections.



Engagement By Numbers

116
people
over 9 street
outreach sessions

37
people
over 3 in-person
walking tours

35
people
over 3 virtual
community
meetings

15
people
1 final
community
meeting

111
Facebook
Views
3 virtual meeting
recordings

1,016
Accounts
Reached
13 social
media posts

81,800
Accounts/
People Reached
5 paid media
advertisements

1. **Street Outreach Sessions:** We visited bus stops at major intersections across the study area, talking to over 116 residents about their feelings and experiences with road safety on Jane Street. We also used these outreach sessions to promote any upcoming in-person or virtual engagement activities and update residents on the overall project. We gave Tim Hortons gift cards to thank people who stopped to talk to us.

We selected certain intersections due to the large volume of foot traffic during the peak morning and afternoon commuting hours. These intersections also had connections to other heavily-used bus routes, such as the 84 Sheppard West, 32 Eglinton West, 54 Lawrence West, and others. By focusing on them for our street outreach, we

were able to reach a wide range of commuters who travel on Jane Street on a daily basis for different reasons.

2. **In-Person Walking Tours:** We organized walking tours along sections of Jane Street with community members so they could discuss their road safety experiences in real time. We chose the walking tour locations and routes with our community partners and co-facilitators based on their existing connections. Participants received Visa gift cards as honouraria for sharing their experiences and ideas during the walking tours. A total of 37 people participated in all three walking tours.

During the walking tours, community feedback was recorded using large sheets of chart paper placed on bus stops along the route. Discussion questions included:

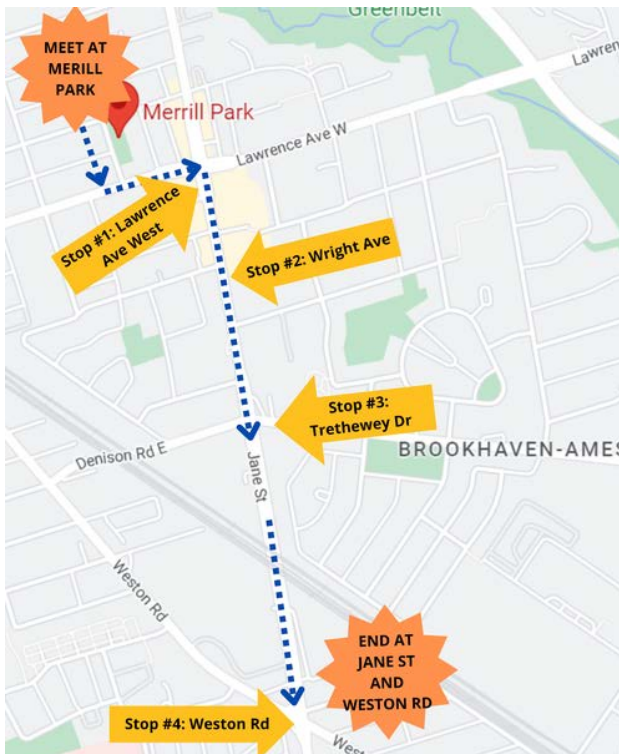
- What would make your bus stop safer?
- How safe did you feel walking on this part of Jane Street?
- What physical improvements to Jane Street would make your journey/commute safer?

We organized this walking tour in partnership with TTC Riders. We started the walking tour at Merrill Park, a small city park near Jane Street and Lawrence Avenue West. We then walked south along Jane Street, making a few stops along the way at bus stops to talk to residents taking the TTC. We finished our walk at Jane Street and Weston Road. We heard from 16 people during the walking tour.

Participants were also encouraged to write down any suggestions or feedback on their personal devices or own paper.

Walking Tour #1: Jane Street & Lawrence Avenue West

Monday, June 30, 2022 from 4-6 p.m.



Route map for Walking Tour #1 (Jane/Lawrence)

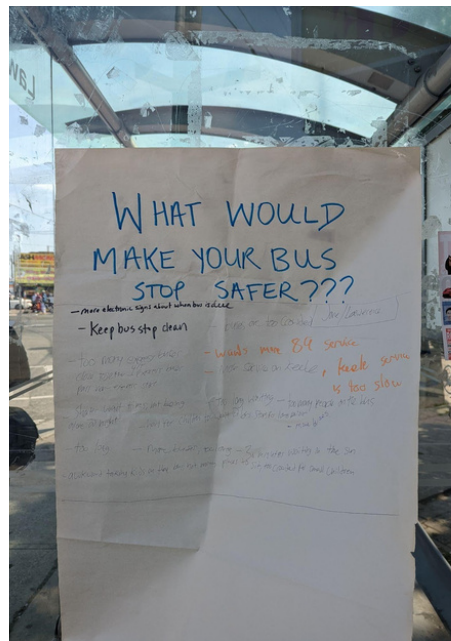


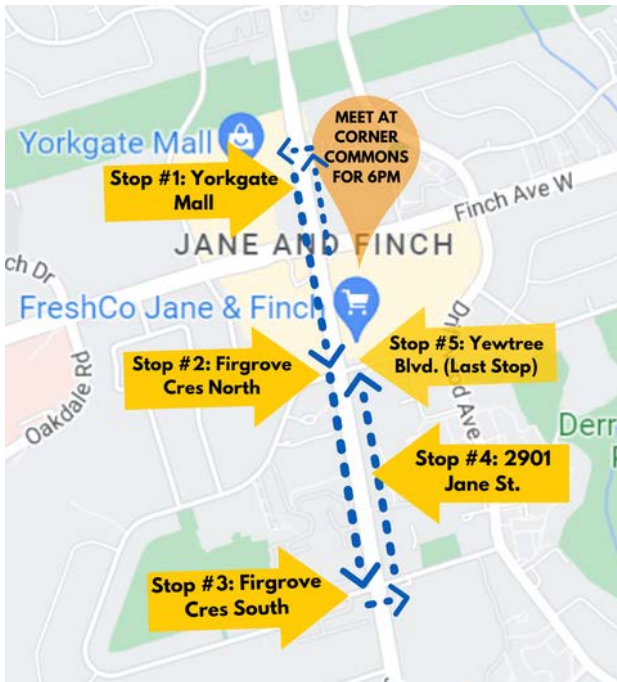
Image 1: A large piece of chart paper attached to a bus shelter shows feedback from participants during Walking Tour #1 in the Jane Street and Lawrence Avenue West area.



Image 2: Volunteers from TTC Riders talk to people at the Speers Avenue bus stop near the Jane/Lawrence intersection.

Walking Tour #2: Jane Street & Finch Avenue West

Monday, July 25, 2022 from 6-8 p.m.



Route map for Walking Tour #2 (Jane/Finch)

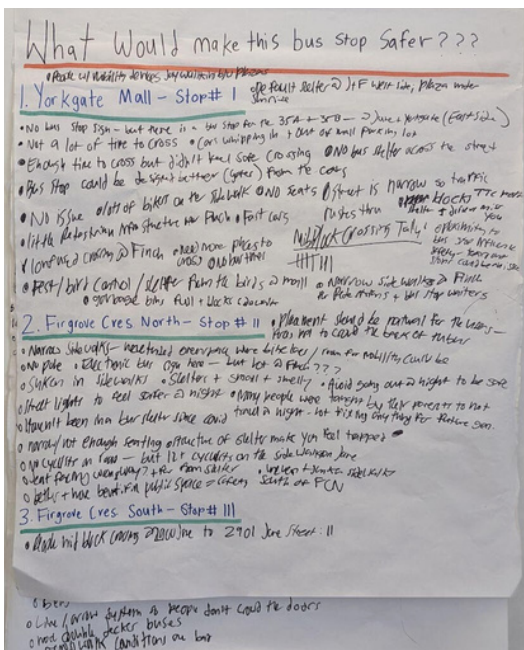


Image 3: Participant feedback collected during Walking Tour #2, focused on the Jane/Finch intersection and the surrounding area.

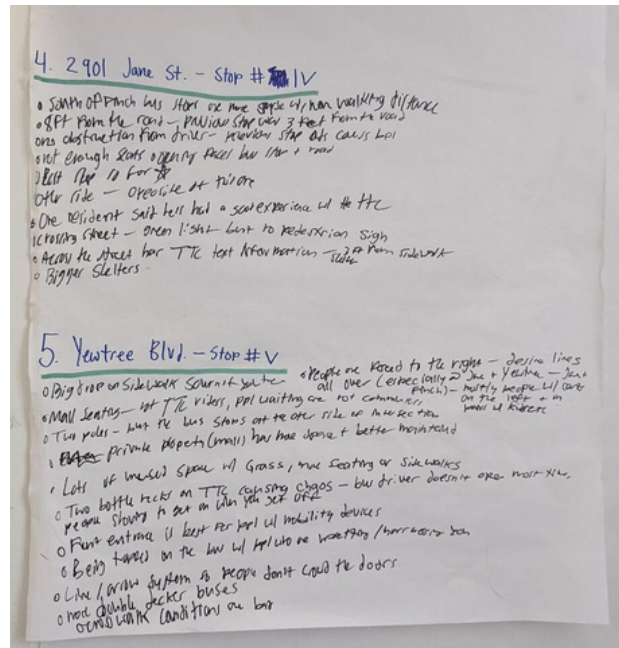


Image 4: More participant feedback from Walking Tour #2, focused on the Jane/Finch intersection and surrounding area.

We held Walking Tour #2 in partnership with the Jane Finch Initiative. Seven participants joined us for this walking tour.

We had to postpone this walk from its original date of Thursday, July 14, 2022, due to COVID-19 complications. Led by the City of Toronto, the Jane Finch Initiative is a resident-informed process to create a community development plan and land use plan to ensure that residents and businesses are supported over time with the opening of the Finch West LRT.

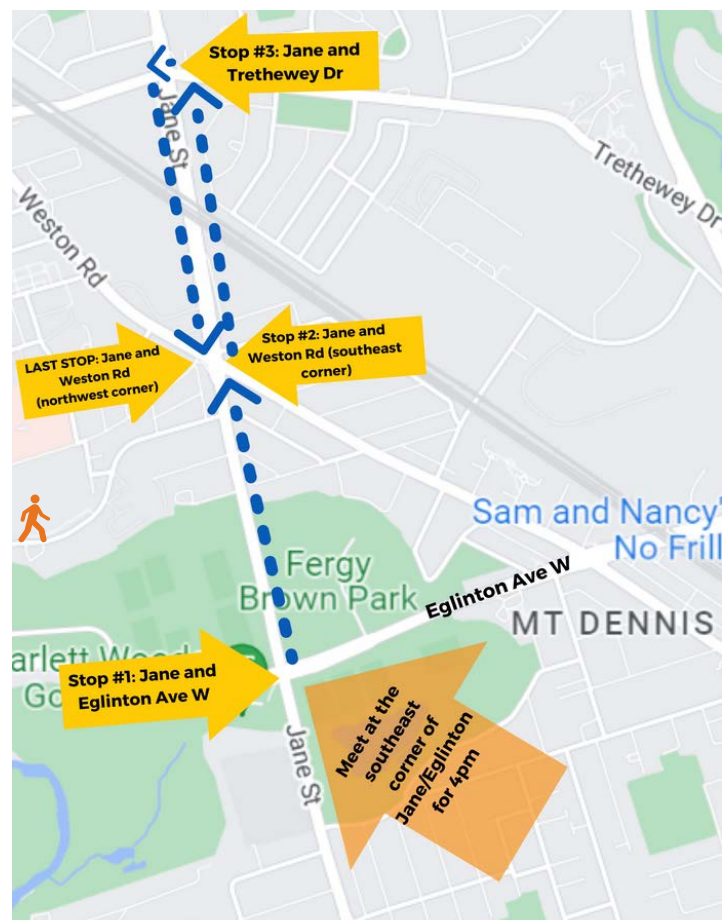
To learn more about the Jane Finch Initiative, please visit toronto.ca/janefinch.

The purpose of this joint walking tour was to provide an opportunity for residents to learn about the Jane Street Road Safety Review and Jane Finch Initiative, and share their input to inform both planning processes at the same time.

We started the walking tour at Corner Commons, a temporary public space at the northwest corner of the Jane Finch Mall parking lot. We then walked across the street to Yorkgate Mall, where a few bus stops are located. We then walked south towards Firgrove Crescent South, stopping at a couple of bus stops along the way to discuss how safe residents felt on the street and waiting at the stops. To end the tour, we walked back north towards Yewtree Boulevard. At each stop throughout the walk, we captured resident feedback on large sheets of chart paper.

Walking Tour #3: Jane Street & Eglinton Avenue West

Thursday, July 21, 2022 from 4-6 p.m.



Route map for Walking Tour #3 (Jane/Eglinton)

This walking tour was co-facilitated with local Jane/Eglinton resident leader Nawal Mohamud, and saw participation from 14 community members. We met at the northeast corner of Jane Street and Eglinton Avenue West and walked north towards Trethewey Drive. We then turned back and headed south to finish the tour at the northwest corner of Jane Street and Weston Road.

Virtual Community Meetings

To provide a variety of opportunities for people to engage in the process, we coordinated three virtual community meetings in July and August. Each virtual meeting focused on a different major intersection to reach more communities along Jane Street. Through all three meetings, we engaged a total of 35 people.

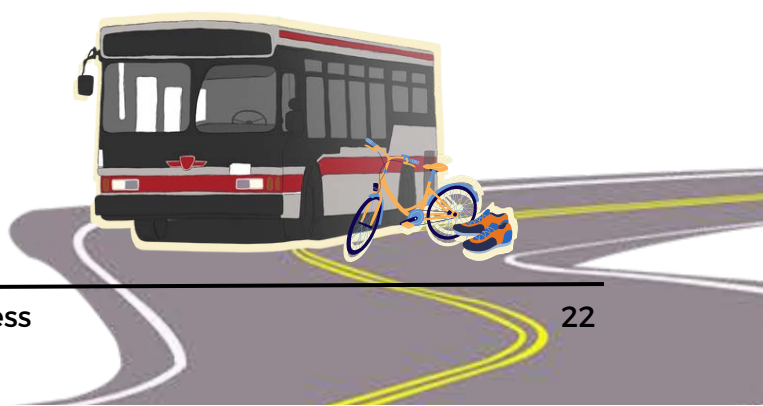
Virtual Community Meetings #2 and #3 were two hours long and held over Zoom. They were also live-streamed to Green Change's Facebook page to offer people an alternative way to participate and make video recordings immediately accessible afterwards to the public. We held all three meetings in the evening to make participating more convenient and help reduce barriers, especially for residents going to school or work during the day. Participants received honouraria via e-transfers as a thank you for sharing their time and expertise with us.

We started each meeting with an icebreaker activity for everyone to introduce themselves. Following introductions, IBI Group gave a background presentation on the in-

service safety review process and how it was connected to the community input we were collecting through the various engagement activities. Jane/Finch Centre staff then presented an overview of the community engagement process, highlighting target participants, past and upcoming events, as well as key themes heard to date from local residents. Following both presentations, there was a short break for questions and answers.

The remainder of the meeting was dedicated to an open group discussion where residents could share their thoughts, concerns, experiences, and ideas on travelling along Jane Street. We used a Google Jamboard to allow participants to directly record their feedback visually with digital sticky notes and text. Detailed notes and Zoom recordings were also made by the facilitation team to properly capture the nuances of conversations.

Each meeting wrapped up with a conversation about the project's next steps, including ways to stay involved and how community feedback would be incorporated into the final report.



**Virtual Community Meeting #1:
Jane Street and
Finch Avenue West
(with the Jane Finch
Community Advisory
Committee)**

Tuesday, July 19, 2022 from 6–8 p.m.

Our first virtual conversation took place within an existing monthly Jane Finch Community Advisory Committee (CAC) meeting on July 19, 2022 from 6 to 8 p.m.

The CAC is a group of Jane–Finch community members selected in part through a civic lottery to reflect local diversity. As a critical component of the Jane Finch Initiative, the CAC provides community oversight and accountability with respect to the study’s approach to engagement and the development of integrated plans for the neighbourhood.

At the meeting, we gave a presentation on the Jane Street Road Safety Review and our engagement process, and facilitated two breakout room discussions using Google Jamboard to hear from CAC members about their experiences with travelling along Jane Street, especially within the Jane–Finch area. Ten members were in attendance at the meeting

**Virtual Community Meeting #2:
Jane Street and
Sheppard Avenue
West**

Thursday, August 11, 2022 from 6–8 p.m.

On Thursday, August 11, 2022, we hosted a virtual community meeting with 17 local residents focused on the Jane/Sheppard intersection. We conducted two street outreach sessions at the Jane/Sheppard intersection and social media advertising to promote the meeting and target participation from the local community. Based on feedback from our outreach, we had simultaneous Spanish interpretation at the meeting to better accommodate residents from the area whose primary language was Spanish.

**Virtual Community Meeting #3:
Jane Street and
Wilson Avenue**

Monday, August 15, 2022 from 6–8 p.m.

On Monday, August 15, 2022, we held our third virtual meeting focused on the Jane/Wilson intersection. Eight residents participated in the conversation. This meeting was organized with our community partner, the Centre for Spanish Speaking Peoples (CSSP), and co-facilitated by their Programs and Services Director, Gia Pflucker. We promoted the meeting through a street outreach session at the Jane/Wilson

intersection, social media advertising, and through support from CSSP staff. To ensure that more Spanish-speaking community members participated, the meeting included simultaneous Spanish interpretation.

Final Community Meeting

On Monday, September 26, 2022, from 6–8 p.m., we hosted a final community meeting over Zoom to share initial findings and recommendations from the Jane Street Road Safety Review. The purpose of this meeting was to confirm whether community feedback from earlier engagement activities had been accurately captured and what was still missing. The meeting was two hours long and included presentations, two short rounds of questions and answers, and an open group discussion.

Jane/Finch Centre staff presented an overview of the community engagement process and spoke to the key themes, issues, and recommended improvements for Jane Street that residents shared through all the previous engagement activities. IBI Group staff gave a presentation explaining their equity-informed in-service safety review process and its initial findings, including general

general trends, overall issues, and potential/typical treatments.

The meeting was live-streamed on Green Change’s Facebook page and included simultaneous Spanish interpretation. A total of 15 people participated in the meeting, some of whom had previously participated in a walking tour or virtual community meeting.



Appendix E: Jamboards with Participant Feedback from Virtual Community Meetings and Final Public Meeting

Promotional Activities

Presentations at Local Cluster Meetings

To help raise awareness about the Jane Street Road Safety Review, we presented at two Black Creek Humber Summit Cluster meetings on May 5, 2022 and June 2, 2022. Facilitated by United Way Greater Toronto and City of Toronto staff, the Black Creek Humber Summit Cluster is a network of community organizations in the study area that collaborates to address emerging needs, support resident access to resources, and bring attention to systemic challenges. Each of our presentations covered information about the community engagement process, past and upcoming engagement activities, and ways for cluster members to get involved, such as sharing promotional materials with their participants/clients and recommending potential co-facilitators and community partners.

Newsletters

We used the Jane/Finch Centre's newsletter to spread the word about our engagement activities via email. This newsletter reaches 620 subscribers on a mailing list, which

includes staff, donors, general mailing list sign-ups, partner organizations, and others. The newsletter is sent to subscribers monthly.

The York Weston Pelham Cluster and Black Creek Humber Summit Cluster also promoted our engagement activities in their newsletters.

Social Media Posts and Print Flyers

We worked with Flaunt It Movement, a grassroots youth-led community artist collective, to design social media as well as print flyer and poster templates to use throughout the project.

We produced over 13 social media posts. Social media content included posts on the project background, the community engagement process, and all the walking tours and community meetings. We published these posts to our [@jfcf.center](#) and [@OurGreenChange](#) Instagram, Twitter, and Facebook accounts. Through the content posted to @ourgreenchange's Instagram grid, we were able to reach over 1,016 accounts.

We shared print outreach flyers and posters with residents during street outreach sessions and left them on

bus shelters and public message boards, for example at the No Frills at Jane/Wilson. We posted print flyers at bus shelters at major intersections with a lot of foot traffic, such as at the intersections of Jane/Finch, Jane/Sheppard, and Jane/Wilson, where multiple bus routes intersect. We also distributed flyers at neighbourhood plazas and shopping centres, like the Jane Sheppard Mall.

Paid Advertisements

We also used paid advertisements through both mainstream media and social media to promote the virtual community meetings and reach a broader number of people. We purchased advertisements in the North York Mirror, a local newspaper, and boosted social media posts through the @OurGreenChange and @jfcf.center Facebook and Instagram accounts. The advertisements and social media posts targeted specific local postal codes along Jane Street (e.g. M3M, M3N, M3L, M9N, M6L, and M6M). This method was very successful because it ensured that residents who live and work in the study were able to see our promotional materials and RSVP for the meeting most relevant to them. Many residents told us that they learned about the virtual meetings through our social media posts.

Please see Appendix A for examples of the promotional materials that we used throughout the engagement process and Appendix F for more information about each paid advertisement.



Appendix A: Sample Walking Tour Social Media Post



Appendix A: Social Media Post for Final Community Meeting in Spanish



COMMUNITY FINDINGS

Following all the major engagement activities, we analyzed community feedback to identify overall themes and specific safety concerns at different intersections. We organized these findings into four categories to highlight the flow of residents' daily routines when travelling on Jane Street.

- 1 Travelling on Jane Street by Foot, Bicycle, or with a Mobility Device
- 2 Waiting for the TTC on Jane Street
- 3 Travelling on the TTC on Jane Street
- 4 Personal Safety Concerns

To support the findings, each section below includes examples of residents' living experiences in their respective neighbourhoods.

1 Travelling on Jane Street by Foot, Bicycle, or with a Mobility Device

During our discussions, residents spoke about their experiences and challenges when travelling on Jane Street by foot, bicycle, or with a mobility device. They identified five main barriers to road safety.

A. Narrow sidewalks are pushing people too close to vehicles on the road

Jane Street has very narrow sidewalks. Many residents felt that the design of these sidewalks forces people to walk very close to the road. This is an issue because vehicles are moving very fast on Jane Street and people feel at risk of a car, bus, or another type of vehicle hitting them. When the streets are busy, this issue is even more prevalent, because people have limited space to pass

other pedestrians and move around the sidewalk. Some residents felt that they might get accidentally pushed into the street when there is a large crowd of people.

B. Uneven sidewalks with holes are tripping hazards and create accessibility issues for residents with mobility devices

Many parts of the sidewalks on Jane Street have holes in the concrete and/or uneven terrain. Without smooth, continuous sidewalks, people travelling on foot are at risk of tripping and injuring themselves. Further, people who are using a mobility device experience barriers when using the sidewalk. Their devices cannot easily maneuver the holes and uneven terrain in the sidewalk, creating a large barrier to travelling on Jane Street safely.

C. The lack of bike lanes results in more bicycles, e-bikes, and scooters on the sidewalks that put pedestrians at risk

There are no dedicated bike lanes along Jane Street, and people using bicycles, e-bikes, and scooters feel unsafe riding on the actual road. As a result, they decide to use the sidewalk to avoid travelling immediately next to vehicles. However, this issue has created an additional risk for pedestrians who use the sidewalk. They feel at risk of

getting into an accident with cyclists, e-bikes, and scooter users.

C. Not enough street lighting on Jane Street for travelling at night

During every engagement activity, residents talked about how there is not enough street lighting on Jane Street when they are travelling in the evening or early morning in the dark. The reduced visibility poses a threat to people's personal safety. Without adequate street lighting, people feel unable to anticipate potential threats to their safety, such as uneven sidewalks, oncoming vehicles, or physical assault. For example, many residents discussed how there is a lack of lighting in nearby mall parking lots, which makes them feel unsafe as a target for moving cars, physical harassment, and crime.

D. The lack of infrastructure for pedestrians puts them at risk of colliding with vehicles when crossing at major intersections

The major intersections along Jane Street lack pedestrian infrastructure to allow people to safely cross the road. People feel that they are at risk of being hit by a vehicle, even if they are obeying pedestrian signals. Pedestrians felt that there is a lack of adequate traffic signals, crossing guards, and physical barriers to protect them when they have

the right of way to cross the street. These precautions are also missing, and particularly needed, at major intersections, where construction projects are taking place, such as at Jane Street and Finch Avenue West with the construction of the Finch West LRT.



Image 5: A resident crosses the intersection at Jane Street and Finch Avenue West. An opaque black material covers the traffic lights and there are no proper pedestrian signals or signage. There is a large truck stopped right in the middle of the pedestrian crossing at the intersection. The resident must walk into the intersection without sufficient protection, putting them at risk of a collision with a vehicle and potential harm to their physical safety.

F. People feel forced to rely on cars to get around because TTC service is unreliable

Many residents expressed that they cannot travel around North York unless they have a car. Participants described the study area as very suburban compared to downtown where everything is walkable and in close proximity to people's homes. Someone must have access to a car or rely on public transport to reach their destination. It is very inconvenient to get food, for example, as not a lot of food stores are close to people's homes compared to downtown neighbourhoods. A lot of residents do not trust public transit to get them to their destinations safely and on time. However, residents understand that this is an equity issue, because not everyone has access to a car. This issue is especially concerning for vulnerable road users, like seniors and people with mobility issues, as many of them rely on safe and timely transportation. If they do not have access to a car, it is difficult for them to complete everyday tasks, such as getting groceries.

Residents also highlighted intersection-specific road safety issues with travelling on Jane Street by foot, bicycle, or with a mobility device.

Jane Street and Steeles Avenue West

- When travelling north on Jane Street towards Hullmar Drive, the stretch of road in front of the condominium building at Jane/Shoreham (northwest corner) is poorly maintained. There are big holes in both the far right lane and the sidewalk that need to be repaired.
- The right turn lane at Stong Court when travelling north on Jane Street is only a half-turn lane. It is not wide enough for a vehicle and is an issue as this intersection is within a school crossing zone.
- Cars turn very fast onto Steeles from Jane and vice versa.
- Pedestrians feel unsafe crossing such a large and long intersection with no refuge island (a small section of pavement or sidewalk, surrounded by asphalt or other road materials, where pedestrians can stop before finishing crossing a road) in the middle, in case they run out of time to cross the street. Some pedestrians wait for another green light if they feel like they do not have enough time to cross the intersection, which means they sometimes miss their bus. Some residents said that they are afraid of a vehicle hitting them if they try to cross the intersection in time to catch their bus.
- The City needs to add better street lighting to the Jane/Steeles intersection. It is very dark, especially in the early morning and late evening. There are a lot of pedestrians crossing the intersection, but it is hard to them. Most street lights are set back at least ten feet from the crosswalks and corners, and there is no lighting in the centre of the intersection. There is low visibility in the area, raising a lot of safety concerns for pedestrians and the many buses that move through it.

Jane Street and Finch Avenue West

- The City needs to address the road damage and sidewalk repair issues at the Jane/Eddystone intersection.
- There is limited time to cross the crosswalk into the Yorkgate Mall parking lot from Jane Street. Some residents feel as though cars are turning fast into the parking lot despite pedestrians having the right of way. Residents who walk on Jane near Finch felt consistently unsafe crossing this intersection because they felt at risk of getting hit by a car. Cars are driving in and out of the Yorkgate Mall parking lot carelessly and this makes access to the mall by foot difficult.

- People are crossing mid-block between bus stops at Firgrove Crescent South and the bus stop at 2901 Jane Street to get to the homes at 2901 Jane Street.
- At the 2901 Jane Street bus stop, there is an intersection close by, but there is no signage for pedestrians when crossing.
- At Yewtree Boulevard, there is a large drop in the west-side sidewalk that causes a tripping hazard. The crosswalks are also in bad condition.
- Bike lanes that used to run from the Hydro Corridor between Jane Street to Highway 400 are gone. Residents found these bike lanes very useful and asked the City to bring them back to the area.

Jane Street and Sheppard Avenue West

- Some residents felt that drivers do not respect pedestrians' right of way on Jane/Sheppard even where there are traffic lights and several pedestrians. Drivers who are making right-hand turns do not show patience for waiting for pedestrians. Factors such as the crosswalk being a long walk to the other side, the weather, and mobility issues are contributing to potential pedestrian accidents with impatient, impaired, and distracted drivers.
- A few residents have noticed TTC bus drivers ignoring passengers with mobility issues by pulling out from a stop too early or not letting them on the bus in the Jane Street and Sheppard Avenue West area.
- Several buses in the Jane/Sheppard area stop at non-through streets near the intersection. Streets north and south of Sheppard are cut off by the creek with no safe path to connect pedestrians back to Jane Street.
- There is also construction blocking people's access to pedestrian crossing, such as at Jane Street/Rita Drive (a block north of Sheppard).



Image 6: Construction pylons block the pedestrian crossing at Jane Street and Rita Drive, pushing residents to walk in the road or on the other side of the street.



Image 7: A second photo of the construction pylons blocking the pedestrian crossing at Jane Street and Rita Drive.

Jane Street and Wilson Avenue

- Construction at this intersection makes people feel uneasy when they are walking. Many residents felt that the City has not put enough measures in place to protect pedestrians from cars and construction vehicles on the road during temporary road construction work.
- Some residents have seen many people with mobility devices struggle to move around the area because of the construction.
- The Center for Spanish Speaking Peoples, located at the Jane/Wilson intersection, shared that many of their workers and clients have expressed the need for bike lanes and bike share programs to help them commute to work. These safety measures would help attract young workers into the area, who want to use active transportation.
- There are many newcomers and seniors in the community, and buses are their only transportation option. Class issues limit transportation options for many folks in the area. One resident talked about how there are fewer initiatives from the City to install bike infrastructure in the area compared with downtown Toronto. Biking is a low-cost option that many local residents are missing out on.
- The plazas and malls at Jane Street and Wilson Avenue need more street lighting.

Jane Street and Lawrence Avenue West

- The sidewalk is very narrow on Jane Street between Lawrence and Trethewey. The sidewalk is especially narrow at Jane/Speers. You are walking very close to cars on this stretch of Jane. You can feel the cars whirling by you. It is very dangerous.
- There is not enough street lighting in the parking lots of the two plazas on the south side of Lawrence Avenue West.

Jane Street and Weston Road

- A couple of residents said that public transit is a mess at Jane Street and Weston Road, as the bus schedules for the 35 Jane bus and the 89 Weston bus are not coordinated well for riders who need to transfer between routes. Some residents also said that the sidewalks are not well-maintained.
- One resident said that they have reached out to City staff multiple times about transit issues at Jane/Weston, but have not received any response or noticed any changes. They talked about how this is an issue, especially in the winter concerning snow removal. People struggle to use their wheelchairs,

- canes, rollators, and mobility devices and become landlocked because of unclear sidewalks.
- There are bike lanes on Eglinton Avenue West, but no connecting bike lanes to Jane Street. It is still unsafe to bike.
- Drivers regularly speed on this stretch of Jane Street between Eglinton Avenue West and Weston Road, which poses a safety risk for pedestrians.

2 **Waiting for the TTC on Jane Street**

During our engagement activities, residents shared five main safety concerns related to waiting for the TTC or attempting to get on a bus on Jane Street.

A. Not enough buses; long wait times for the TTC on Jane Street

A large number of residents across the study area stated that they have to wait too long for the 35 Jane bus. Waiting a long time at the bus stop makes residents feel unsafe, especially if the bus stop has limited space or it is dark outside. Many residents also said that the bus is always delayed and that once it does show up, there are more buses right behind it. This is an issue because if someone misses their bus, they also miss the subsequent buses and have to wait even longer for another bus to arrive. Parents also feel unsafe waiting long periods at bus stops with their children, as they are

afraid that their children will get too restless and accidentally hurt themselves. People also discussed how every stop needs a shelter with an electronic sign to show an accurate schedule of when the next bus is coming.

B. Bus stops get too busy during rush hour

Most residents who participated in our engagement activities expressed their concerns with the limited space at bus stops during rush hour.

Parents/Caregivers felt especially unsafe and concerned about their children being at risk of getting hurt within the rush-hour crowds. People also felt that having limited space at bus stops is a public health issue, especially with the risks of COVID-19, because people are so close to one another. Residents also talked about how they have nowhere to sit and wait for the bus during rush hour. They discussed feeling tired after work and not being able to rest when waiting for the bus. Many residents also pointed out that when the bus stops have limited space, getting on and off the bus is very difficult, as you have to

push through a large crowd of people. This issue causes people to feel that their physical safety is at risk. Furthermore, while the front entrance of the bus is the best way to get onto a TTC vehicle for people using mobility devices, the stop is usually too crowded for them to safely board.

C. Bus shelters should be clean and have more air ventilation and exits for personal safety

A number of residents said that they avoid using bus shelters because they are not safe. They discussed how the bus shelters have litter and human waste inside that does not get cleaned up. Some residents also felt unsafe in bus shelters due to a lack of ventilation and the risk of contracting an infection, especially COVID-19. Residents, especially those who identify as women, discussed feeling unsafe at bus stops due to the lack of exits. Many had stories about their personal safety and feeling trapped in the corner of a bus shelter with someone who made them feel unsafe. They could not exit the bus shelter without moving past this person who made them feel uncomfortable.

D. Not enough bus shelters on Jane to protect people from the elements

Some residents felt discouraged by the lack of adequate bus shelters on Jane

Street to protect them from the snow, rain, cold, and sun. This issue is prevalent during all seasons. The majority of the engagement activities took place during the hottest months of the year; residents were discussing how the lack of bus shelters and shade structures made them feel physically unwell having to wait for the bus in the sun, sometimes during the hottest parts of the day. A few other residents also talked about how they are not protected from the elements waiting for the bus during the colder months when there are heavy snowfalls. These residents were also upset that they had to wait for the bus during rainfall without adequate shelter. Even if there is a shelter to protect people from the elements, they aren't always available during rush hour, or residents will avoid the shelters for the reasons listed above in Point C.

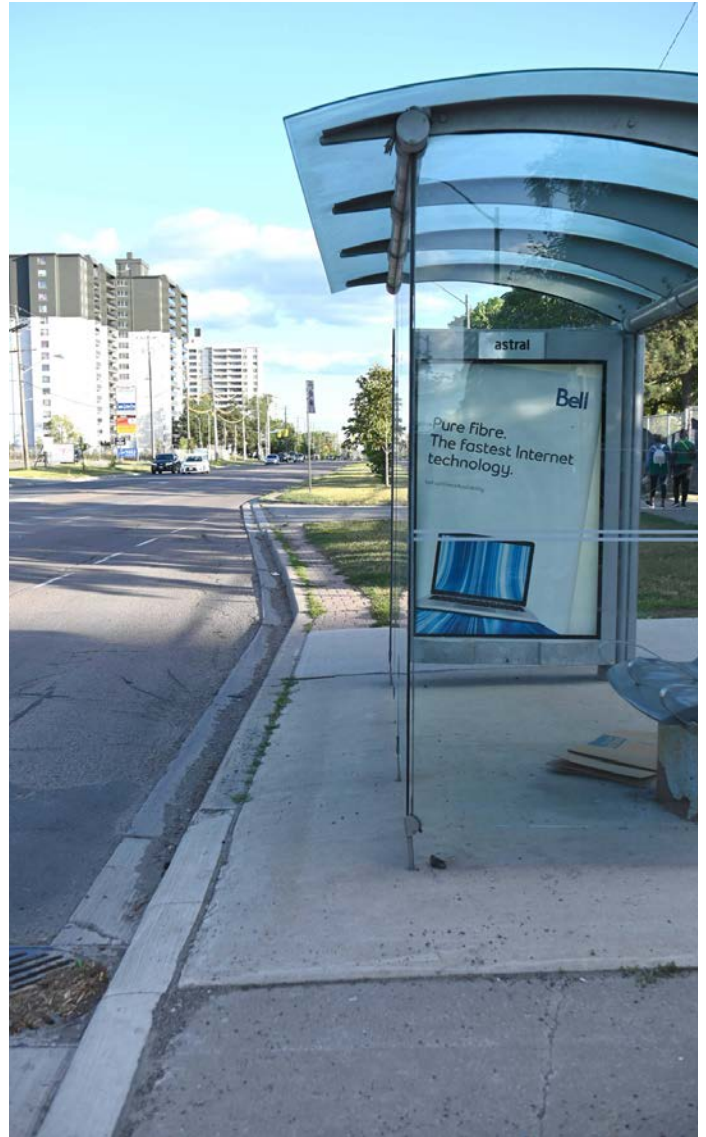
E. Minimal snowbank clearing at bus stops during the winter

A lot of residents felt unsafe waiting for a TTC vehicle during the winter because the streets and sidewalks are not properly cleared of snow. They discussed having to wait on the street for the bus because the snow banks were too high to walk over from the sidewalk onto the bus. They also talked about having trouble getting off of the bus when the snow banks are not cleared, and that they had to either

jump over the snow banks or walk into them. This issue is even worse for people with mobility devices and strollers because their devices cannot get around or over the snow banks when the snow banks are so tall and thick.

F. People waiting at bus stops are too close to moving cars on the road because of narrow sidewalks

Sidewalks on Jane Street can be very narrow. Waiting for the bus at the bus stop when the sidewalks are narrow puts people at risk of a car or bus hitting them, especially when the bus stops are busy during rush hour. Bus stops on narrow sidewalks also put people at risk when getting off the bus as they are so close to the road and moving cars when they get off the TTC.



Residents highlighted a number of intersection-specific road safety issues while waiting on Jane Street for the TTC.

Jane Street and Steeles Avenue West

- The bus stop at Steeles needs more seating for both pedestrians and people waiting at the bus stops.

Jane Street and Finch Avenue West

- On Jane Street south of Finch Avenue West, bus stops become sparser and walking distances become longer.

- At Yorkgate Mall, there are no seats or shelters for people to wait at the bus stop.
- There are narrow sidewalks or a complete absence of sidewalks at the Jane/Finch intersection due to ongoing construction. The plastic barriers that Metrolinx put up to protect pedestrians from drivers when they are walking on the road do not make residents feel safe.
- The temporary bus stops at the Jane/Finch intersection on the Eastside of Jane do not have any shelter to protect people from the elements.
- Because of how busy the Jane/Finch intersection is, people rarely get a seat on a bench or in the bus shelter on the west side of Jane Street when they are waiting for the TTC.
- Garbage bins from the Jane Finch Mall on the Eastside of Jane Street behind the FreshCo are blocking the sidewalk. This impacts people waiting for the bus because they have to step off of the sidewalk to wait for the bus when the stop has limited space during rush hour.
- At the Firgrove Crescent North bus stop, the shelter blocks the TTC operator's view of TTC riders, which means the operator may not stop to pick them up. There is also no bus pole at this stop. The bus shelter seats face away from the road, which means that residents cannot see when the bus is coming.
- At the Firgrove Crescent South bus stop, the shelter is about 1 meter away from the road, which is very close to cars.
- The 2901 Jane Street bus stop is about 2.5 meters away from the road, which is a good distance from vehicles. The shelter also does not obstruct you from the TTC bus driver's view. One resident who uses this bus stop frequently said he has had good experiences riding the TTC using this stop. However, at the nearest crossing, there is a green light but no pedestrian walking signal.
- At the Yewtree Boulevard bus stop, there is mall seating near the stop but TTC riders rarely use it; Jane Finch Mall owns the seating. The private property owned by the Mall is better maintained than the public sidewalks and TTC property. There is also lots of unused public space on the grass that the TTC could turn into seating and shelter from the elements.
- There should be more seating along Jane Street and at bus stops, especially for seniors and people who have mobility issues. There should be more seating, especially at Yorkgate mall.

Jane Street and Sheppard Avenue West:

- There is very little shade on Jane from Finch Avenue West to Sheppard Avenue West. Heat waves make it difficult to walk up and down this stretch of Jane Street and wait for the bus.
- At this intersection, people have seen regular TTC buses and WheelTrans pass riders with mobility devices. They have also seen people with mobility devices left by drivers at the bus stop out in the elements, such as during rainfall and snowfall.

- At Jane Street/Rita Drive, a block North of Sheppard, construction has blocked TTC riders from getting on the bus from the sidewalk. They have to walk up the street hoping that the bus will stop for them or board the bus at Rita Drive where there is construction.



Image 8: A stop for the 84 Sheppard bus on the Southside of Sheppard Avenue West needs the City to widen the sidewalk and create a more comfortable and safe space for people to wait.



Image 9: Construction pylons near Jane Street and Rita Drive make it unclear if the bus will pick up passengers at the stop or if residents will have to step unsafely into the street to board the bus. There is also a large pile of debris on the curb that is a tripping hazard for pedestrians.

Jane Street and Wilson Avenue:

- A few residents at this intersection said that construction has resulted in the removal of TTC poles in the area with the critical “Next Vehicle” text information. If someone does not have a phone with data, they have no idea when the next bus is coming. This is an issue because residents cannot anticipate how long they will have to wait for the bus, making them feel unsafe.
- Spanish-speaking residents at Jane/Wilson expressed their concerns with a language barrier while navigating the TTC, especially waiting for the bus. Residents said that if English is not someone’s first language, text updates for bus arrivals are not useful, as many residents (especially seniors) are unable to follow the instructions to find out when the next vehicle arrives.

Jane Street and Lawrence Avenue West:

- There is a lack of electronic bus signs in this area to tell residents when the next bus is coming.
- Many parents do not like waiting at Jane/Lawrence for the bus with their children due to the limited space on the sidewalk during rush hour. Parents will walk north or south on Jane Street to wait for the bus at a bus stop that is less busy. These kinds of situations makes it difficult to take the TTC with children.

- Buses on Lawrence sometimes drive too fast and do not respect the pedestrians' right of way when they are crossing the intersection to catch the 35 Jane.
- Buses do not seem to be well-coordinated in this area (such as the 89 Weston and 52 Lawrence routes), making people feel that they need to rush across the intersection to catch the bus or otherwise they will be left waiting for a long time for the next one.
- During the winter, people have to stand directly on the street both on Jane and on Lawrence when waiting for the bus. The snowbanks make it impossible to get onto the bus from the sidewalk.

Jane Street and Eglinton Avenue West:

- There is very little shelter on Jane to protect people from the elements between Eglinton and Weston. It is too hot in the summer to walk up the hill with no shade.
- There is minimal ice and snow clearing on the stretch of Jane from Eglinton Avenue West to Trethewey Drive.
- People have waited sometimes for 30 minutes to see a bus stop at Jane Street and Trethewey Drive.

3 Travelling on the TTC on Jane Street

During our engagement activities, residents talked about numerous barriers, challenges, and issues that they face when travelling on a TTC bus along Jane Street. We heard four main areas of concern, which are highlighted below.

A. Bus drivers start to move before people are in their seats

Many residents across the study area discussed how drivers do not always wait for people to sit down before moving the bus. They talked about

having seen pregnant people, seniors, and people with disabilities fall and injure themselves, when drivers did not wait for them to safely take their seats.

B. Bus drivers sometimes do not respect the right of way of people crossing the street when making turns on green lights

Many residents expressed concerns for their physical safety when crossing major intersections on Jane Street, because bus drivers making turns on green lights come close to hitting pedestrians when they have the right of way. People felt frustrated since they respect traffic laws, while bus drivers do not, putting residents at a preventable safety risk.

C. Buses are so busy during rush hour that people have to wait for multiple buses to safely board

During rush hour, residents said that they regularly wait for multiple buses to pass because of how busy they can get. People felt unsafe getting themselves on and off of the bus with so many other passengers. They have to squeeze through a large crowd of people aggressively or else they miss boarding or exiting the bus at their stop. They were worried about getting injured in the crowd when a bus starts moving.

Travelling with small children on the TTC during rush hour is an issue for this reason. One parent discussed a time when their child was physically assaulted by someone and no one helped them. Another parent of a small child recounted a time when their child was hurt because of a large crowd during rush hour.

Some residents said they often wait for a bus that is less busy to come by, since riding a crowded bus poses public health concerns. People talked about feeling afraid of contracting COVID-19 and other infections in a crowd, especially since masks are no longer mandatory on the TTC.

D. Bus stops being temporarily relocated away from intersections results in TTC passengers crossing the street mid-block

When construction occurs at major intersections, residents have experienced bus stops being temporarily relocated away from signalized crossings. Without added safety measures in place, such as a temporary crosswalk or a crossing guard, residents are choosing to unsafely cross mid-block to get to the other side of the road. Many people mentioned that it is inconvenient to walk a greater distance from the temporary bus stop to the intersection, in order to cross the road. Instead, they cross mid-block to get to their destination.

Residents also highlighted many intersection-specific safety issues when travelling on the bus.

Jane Street and Steeles Avenue West

- Some residents said that they do not feel safe crossing the intersection on a green light, because buses turning onto Steeles Avenue West do not respect their right of way. People felt intimidated by the TTC vehicles at this intersection.

Jane Street and Finch Avenue West

- On Walking Tour #3, we observed that many residents were crossing mid-block between plazas near the main Jane/Finch intersection. The TTC moved the original bus stops back from the intersection due to the Finch LRT construction. There are no temporary safety measures in place to amend this issue, so people feel as though their only option is to cross mid-block between the bus stops to get to the Jane Finch Mall on the east side or the Norfinch Shopping Centre on the west side.
- Participants on walking tours saw many vulnerable road users crossing the street mid-block, including seniors, people using mobility devices, and school children. During Walking Tour #3, participants counted eight people crossing mid-block between plazas over 10 minutes during a peak commuting time.

Jane Street and Wilson Avenue

- At the Jane/Wilson Virtual Community Meeting, many residents said that their first language was Spanish. They discussed the difficulties of navigating transit when English is not your first language, especially as a newcomer.
- There is no recognition of Spanish or Vietnamese on TTC vehicles, which are the first languages of many residents in the area. These residents felt as though they cannot use the TTC safely, because they experience language barriers trying to navigate with only signs written in English.
- Newcomers were hesitant to use the TTC because if their safety was at risk, it would be difficult to ask for help in their first language or to understand their options for removing themselves from a dangerous situation.
- For example, one resident said that some people do not know that certain buses will take them to Wilson Subway Station because they cannot understand the TTC signs. Residents recommended that the TTC should make buses more accessible for people whose first language is not English.

Jane Street and Lawrence Avenue West:

- During our street outreach session at Jane/Lawrence, a few people at the Lawrence bus stop expressed concern with how fast buses move along Jane Street in the stretch between Lawrence and Eglinton. People thought that buses might be getting delayed due to the construction near Jane/Wilson and wanting to make up the time.

Jane Street and Eglinton Avenue West:

- Residents felt that there is no clear coordination between the schedules for the 32 Eglinton West, 89 Weston, and 35 Jane buses. If someone misses their initial connection, they feel exposed and unsafe during long wait times for the next bus.

Personal Safety Concerns

During the engagement process, residents shared many personal safety concerns related to larger systemic issues that affect people based on their socioeconomic status, gender identity, and sexuality.

A. Personal safety and class in the Jane/Wilson area compared to downtown

During our virtual community meeting for the Jane/Wilson area, some residents said that the municipal government does not pay attention to their safety concerns due to the concentration of lower-income residents in their neighbourhood. They felt the government ignored their concerns

about their personal and physical safety, transportation options, and access to social services when compared to residents from higher-income areas, such as neighbourhoods in downtown Toronto.

In the final community meeting, many residents also pointed out that there is a large class divide between the north end and south end of Jane Street, which is closer to downtown. Some residents discussed how they saw better road infrastructure on Jane Street near Annette Street, where there are more high-income homes and upscale stores compared to north of Eglinton. These residents felt that higher property taxes on upper-class homes in neighbourhoods along the south part of Jane Street contribute to better road conditions and active transportation options than they see in communities further north on the street.

B. Gun violence issues and increased police presence at Jane/Sheppard

A few residents spoke about gun violence issues and increased police presence at Jane Street and Sheppard Avenue West. They discussed how the lack of safe exit options from Jane Street often puts them in the middle of a violent conflict. Residents expressed concern about the lack of a connected local street grid with both Jane Street and Sheppard Avenue West that would allow them to safely remove themselves from an unsafe situation. Some residents talked about having changed their commutes to avoid these areas after dark, often taking them further away from their destination to avoid being physically harmed. The risk of gun violence has made residents feel anxious and unsafe, forcing them to change their commuting behaviours and find more complicated routes to get home. The gun violence and increased police presence have not only affected their commuting patterns, but also their mental health.

C. Safety concerns for parents/caregivers taking their children on the TTC

Across the study area, many parents/caregivers expressed their concerns about travelling with their children on the TTC on Jane Street. They discussed times when they had

seen children being physically assaulted on a TTC bus and no one helped them. Parents/Caregivers were also worried about their children being hurt during rush hour due to the large volume of passengers on buses with little crowd control. Both children and parents/caregivers felt distressed about their personal safety. Additionally, it is often difficult to find a seat on the TTC or at the bus stop, making it more challenging to commute with children, because they might get tired and restless.

D. Safety concerns from LGBTQ2S+ community members

Residents who are a part of the LGBTQ2S+ community, especially those who identify as trans*gender (1), gay, and/or queer, shared that they do not want to take public transportation or use community services. They are more hesitant to access these daily necessities because they fear ridicule, emotional harm, and physical harm from the public. This is especially true for newcomers within the LGBTQ2S+ community, who experience language barriers when accessing public transportation and community services, and are afraid of going into public spaces. One community member posed the following rhetorical questions related to her safety: “How can we do our part to integrate and

acknowledge their (LGBTQ2S+) experiences? How safe do we feel in these (public) spaces? How can we make sure that it's an issue that's dealt with respectfully?"

(1) Trans* is an umbrella term that refers to the multitude of the identities within the gender identity spectrum. The asterisk indicates this spectrum.



RECOMMENDATIONS FOR IMPROVING SAFETY ON JANE STREET

Residents who participated in the engagement activities generated ten main actions that could directly improve their feelings of safety while travelling along Jane Street.



Widen sidewalks and move bus shelters back from the street

Wider sidewalks along Jane Street would create more room for bus stops to be placed at a safe distance from the street. With wider sidewalks and bus stops moved back from the road, the risk of a pedestrian collision with a vehicle on Jane Street would be reduced. In this report, we have noted specific locations where residents said that wider sidewalks are needed, for example, at Speers Avenue near the Jane/Lawrence intersection. However, this list of locations is not comprehensive, and more community engagement, research, planning, and design should be completed by the City of Toronto and TTC.



Add a temporary crosswalk/crossing guard to bus stops that have been moved away from an intersection so residents are not crossing mid-block

Construction within the study area, such as at Jane/Finch, is resulting in bus stops being temporarily moved away from major intersections. In these instances, residents are choosing to cross mid-block without signalized crossings or safety measures to get to/from temporary bus stops. Because it is more convenient to cross mid-block, some residents suggested that the TTC

and the City plan ahead for additional safety measures at mid-block bus stops with no crossing infrastructure to better support people and increase pedestrian safety. A few residents suggested a number of temporary measures, such as adding temporary mid-block pedestrian crossings and crossing guards to help prevent collisions between pedestrians and vehicles.



Add more lighting and shade structures along Jane Street

Many residents recommended improving street lighting between major intersections, near mid-block bus stops, and parking lots in malls and plazas along Jane Street to make them feel safer. These participants were enthusiastic about the possibility of improved street lighting because it would make them feel more confident when travelling and exploring Jane Street. Community members, especially LGBTQ2+ folks and women, shared that they felt physically unsafe travelling in the area due to a lack of lighting after dark.

Installing more structures (like canopies) and large trees that can provide shade would help people stay cool when travelling on Jane Street during warmer months. Many residents shared that it is currently physically taxing to wait for the bus or walk up and down the street without proper shade.



Install all-way pedestrian crossings at busy intersections

The City should install all-way pedestrian crossings at major intersections in the study area. One resident gave the examples of the four-way pedestrian crossings at Yonge Street and Bloor Street West as well as the Yonge Street and Dundas Street intersections. They said that four-way crossings would improve their feelings of safety because they would provide a designated time for only pedestrians to cross the road. Pedestrians would also no longer have to navigate crossing the street with cars trying to make turns on green lights.



Add bike lanes with physical barriers to Jane Street

Cyclists need bike lanes on Jane Street, but there should be barriers that physically separate them from vehicles. This measure would help prevent collisions between cyclists and vehicles. It would also create a safer environment that would encourage cyclists to ride on the road instead of on the sidewalk, where they are at risk of collisions with pedestrians.



Add more seating at bus stops and design bus shelters to better protect people from the elements

Bus stops should have adequate shelters to protect people from rain, snow, and heat. This should be the case at all bus stops along Jane Street, not just the ones at major intersections. The TTC should install more seating so vulnerable residents can rest while waiting for the bus. Shelters should be made larger with an overhang that covers more of the sidewalk and the backside enclosed to shield people from the weather.



Design bus stops to better manage the flow of people boarding and exiting buses during rush hour

Some residents expressed safety concerns with getting on and off buses during rush hour. These residents discussed how it is difficult for large volumes of people to move on and off buses safely. During peak commuting times, people are bumping into each other in/near the bus doors, which makes residents feel unsafe.

One resident came up with an idea for implementing a line or arrow system at bus stops that could direct the flow of riders boarding and deboarding during peak commuting times.

Some residents also suggested that TTC buses should always open both their front and back doors at busy stops to better

manage the increased flow of riders during rush hour and minimize crowding. TTC drivers should also prioritize front-door access for people using mobility devices, as it is the most accessible way to board a bus.



Consider adding murals, paintings, and art to Jane Street

Jane-Finch residents recommended adding art and other beautification improvements, such as murals, paintings, art, and greenery, to make Jane Street a nicer place to walk, wheel, bike, and/or ride public transit. These changes would also improve feelings of safety in the area, as the street would not look as empty and intimidating.



Provide QR codes for bus text updates in languages popular along Jane Street, such as Spanish and Vietnamese

The TTC should implement new tools to accommodate the different languages that residents speak in the study area, such as Spanish and Vietnamese. Residents talked about having QR codes at bus stops and on buses to access route schedules and maps in different languages. This improvement would help newcomers feel more welcome, learn about TTC updates, and make their overall travel experience more accessible. The TTC should also consider having various wayfinding signs in multiple languages commonly spoken in the study area.



Consult residents when changing the location of bus stops

Residents asked the TTC and the City to consult residents before making any changes to the location of bus stops or removing a stop. Participants expressed that the proximity of bus stops to their homes is an important safety factor. When the TTC removes bus stops, people have to walk longer distances to their destinations. Longer walking times expose people to more safety risks, such as a stranger following them as well as weather elements, like snowstorms, rain, and extreme cold. Removing bus stops is also an accessibility issue, as people with mobility barriers then have to travel longer distances to get to their destinations.



NEXT STEPS

From Eglinton to Steeles, local residents provided tangible and meaningful input throughout our engagement process with the hope of informing the City of Toronto's and TTC's design plans for Jane Street. Their past and current experiences, concerns, and ideas gave us a rich understanding of what social, economic, environmental, and cultural factors influence feelings of safety and

what improvements are needed to make travelling on Jane Street safer and more dignified. Many residents expressed that they want action taken to address what they have seen as systemic safety challenges.

IBI Group will be incorporating the community findings and recommendations in this report into their in-service safety review, as they evaluate and recommend new inclusive measures for the roadway. The City and TTC will also be using the results of the engagement process to better understand community experiences of transportation safety, which will help inform and refine plans for improved transit, cycling, and pedestrian infrastructure along Jane Street. These plans include the transit priority design options currently being developed through RapidTO: Jane Street. In addition, the City will be coordinating with mobility plans coming forward through the Jane Finch Initiative planning study.





APPENDICES

Appendix A: Examples of Promotional Materials and Social Media Posts

Sample Walking Tour Social Media Post

REGISTER: bit.ly/RSVPWalking-Tour-3

**Jane Street Road Safety:
Walking Tour #3
(Jane/Eglinton)**

Thursday, July 21st from 4-6 PM

Do you walk, wheel, bike, or take the bus on Jane Street? What changes to Jane Street would make you feel safer? Come out to learn about the Jane Street Road Safety Review project, and share your thoughts, concerns and experiences with travelling along Jane Street!

For more info or support with registration:
 Email Elise at elisea@janefinchcentre.org
 Or call 416-663-2733 and dial extension 300

Sample Street Outreach Flyer

To register, scan the QR code below or visit bit.ly/RSVP-VirtualMeeting-1

**Jane Street Road Safety:
Virtual Community Meeting #2
(Jane/Sheppard)**

Thursday, August 11th from 6-8PM on Zoom

Do you walk, wheel, bike or take the bus on Jane Street? What changes to Jane Street would make you feel safer?

Join us over Zoom to learn about the Jane Street Road Safety Review project and to share your thoughts, concerns, experiences, and ideas on travelling along Jane Street.

This meeting will also be livestreamed on our [Green Change Facebook Page!](#) To join by phone, call 647-558-0588 and enter Meeting ID 891 7741 6261

REGISTER: bit.ly/RSVPWalking-Tour-3

Walking Tour #3 Route

What To Expect?

We will meet at the south-east corner of Jane and Eglinton for 4pm. We will walk together along Jane Street, making stops to talk about transit, safety, and mobility.

What to bring: water, comfortable clothing, sun protection (hat, sunscreen, sunglasses), and comfortable shoes.

For more info or support with registration:
 Email Elise at elisea@janefinchcentre.org
 Or call 416-663-2733 and dial extension 300

For more information, email elisea@janefinchcentre.org or call 416-663-2733, ext. 300

Follow us on Instagram @jfcf_centre and @OurGreenChange for updates!

Social Media Post for the Final Community Meeting in Spanish

REGÍSTRESE AQUÍ: bit.ly/FinalJaneStMeeting 1/4

REVISIÓN SOBRE LA SEGURIDAD VIAL A LO LARGO DE JANE STREET (LA CALLE DE JANE)

Reunión Comunitaria Final



Lunes 26 de Septiembre
Por ZOOM 6-8 PM EDT

Este evento se llevará a cabo en inglés con interpretación simultánea en español

¡Siganos en Instagram @jfcf.centre y @OurGreenChange para obtener información actualizada!

REGÍSTRESE AQUÍ: bit.ly/FinalJaneStMeeting 2/4

Únase al Centro de Jane/Finch y a la firma de arquitectura, planificación e ingeniería del Grupo IBI para escuchar los aspectos más destacados de nuestro trabajo durante los últimos meses para conocer y entender mejor los problemas históricos y actuales de seguridad vial a lo largo de Jane Street (la calle de Jane) entre Eglinton y Steeles.

Compartiremos las diferentes inquietudes, experiencias e ideas que hemos escuchado por parte de residentes locales.

Todes son bienvenides a unirse. ¡Queremos escuchar sus comentarios sobre lo que hicimos bien y lo que aún nos hace falta por hacer!



Envíe un correo electrónico a Elise a elisea@janefinchcentre.org o llame 416-663-2733, ext. 300

¡Siganos en Instagram @jfcf.centre y @OurGreenChange para obtener información actualizada!



3/4

SEGURIDAD VIAL A LO LARGO DE JANE STREET (LA CALLE DE JANE)

Reunión Comunitaria Final

INFORMACIÓN DE ZOOM

Enlace de la reunión: bit.ly/JoinJaneStMeeting
Código de acceso: 496930

Para unirse por teléfono, llame al **647-374-4685** e ingrese el ID de la reunión **838 7470 5283**

O visite nuestra página de Facebook (Green Change) para encontrar Facebook Live!

[Agenda de la reunión](#) →

¿Necesita ayuda para registrarse? Envíe un correo electrónico a Elise a elisea@janefinchcentre.org o llame al 416-663-2733, ext. 300

¡Buscanos y siga nuestra pagina de Instagram @jfcf.centre y @OurGreenChange para obtener actualizaciones!



4/4

Agenda de la reunión

- 6:00 - 6:15 PM: Presentaciones + rompehielos
- 6:15 - 7:15 PM: Presentación sobre seguridad vial, preguntas y respuestas
- 7:15 - 7:45 PM: Conversatorio en salas virtuales
- 7:45 - 8:00 PM: Cierre + Tiempo adicional para preguntas y comentarios

¿Necesita ayuda para registrarse? Envíe un correo electrónico a Elise a elisea@janefinchcentre.org o llame al 416-663-2733, ext. 300

¡Buscanos y siga nuestra pagina de Instagram @jfcf.centre y @OurGreenChange para obtener actualizaciones!



Appendix B: List of Street Outreach Sessions

Focus Intersection	Date	Time	Number of People Reached
Jane Street and Finch Avenue West	May 26, 2022	12:30–2:00 p.m.	6
Jane Street and Lawrence Avenue West	June 9, 2022	4:00–6:00 p.m.	23
Jane Street and Finch Avenue West	June 24, 2022	2:00–6:00 p.m.	28
*Jane Street and Finch Avenue West	July 9 2022	1:00–3:00 p.m.	13
Jane Street and Sheppard Avenue West	August 5, 2022	12:00–2:00 p.m.	8
Jane Street and Sheppard Avenue West	August 10, 2022	11:00 a.m. – 1:00 p.m.	12
Jane Street and Wilson Avenue	August 12, 2022	12:30–2:30 p.m.	7
Jane and Steeles Avenue West	September 14, 2022	10:30 a.m. – 12:30 p.m.	8
Jane Street and Eglinton Avenue West	September 20, 2022	9:30–11:30 a.m.	11

*Note: This outreach session was hosted by Corner Commons, a temporary community-led public space located in the Jane Finch Mall’s parking lot, and held in partnership with the Toronto 360 (TO360) Finch West Wayfinding Strategy.

Appendix C: Agendas for Virtual Community Meetings and Final Community Meeting

To watch the recordings for Virtual Community Meeting #2 (Jane/Sheppard), Virtual Meeting #3 (Jane/Wilson), and the Final Community Meeting, visit www.facebook.com/OurGreenChange/videos

Agenda for the Virtual Community Meetings

- 6:00–6:15 p.m. (15 mins) – Introductions
 - Welcome participants to the meeting
 - Introductions
 - Housekeeping items
 - Land Acknowledgement
- 6:15–6:30 p.m. (15 mins) – Presentations
 - Jane/Finch Centre presentation
 - IBI Group’s In-Service Safety Review presentation
- 6:30–6:45 p.m. (15 mins) – Q+A session
- 6:45–7:30 p.m. (45 mins) – Breakout Activity or Open Discussions
 - Breakout rooms will happen if there are more than 15 participants
- 7:30–8:00 p.m. (30 mins) – Meeting Ends
 - Wrap Up
 - Extra time for questions and discussion if needed

Agenda for the Final Community Meeting

- 6:00–6:15 p.m. (15 mins)
 - Welcome and Introductions
 - Housekeeping
 - Land Acknowledgement
 - Quick Polls
- 6:15–6:45 p.m. (30 mins) – Jane/Finch Centre Presentation
 - Jane Street Road Safety Review Project Background
 - Our Equity-Driven Community Engagement Process
 - Key Road Safety Themes, Issues and Recommendations
 - Q&A (10 mins)
- 6:45–7:15 p.m. (30 mins) – IBI Group Presentation
 - Transportation Equity
 - Highlights from the In-Service Safety Review (Trends, Issues and Potential Treatments)
- Questions and Answers (10 mins)
- 7:15–7:45 p.m. (30 mins) – Breakout Rooms or Open Discussion
- 7:45–8:00 p.m. (15 mins)
 - Wrap Up
 - Extra Time for Questions and Discussion

Appendix D: Discussion Questions

Discussion Questions for All Engagement Activities

The following discussion questions were used to guide conversations about residents' feelings of safety on Jane Street during the virtual community meetings, in-person walking tours, and street outreach sessions.

1. What are your main reasons for travelling along Jane Street and what is your main mode of transportation?
2. How safe do you feel while travelling along Jane Street?
3. Can you tell us about a specific road safety issue, or a time/experience on Jane Street when you felt unsafe?
4. What improvements to Jane Street would make you feel safer?

Discussion Questions for the Final Community Meeting

These questions were used to prompt feedback from participants regarding their thoughts on the draft key themes and recommendations for the final report.

1. What do you think about what we shared tonight? Have we missed any important historic or current road safety issues?
2. Are there other specific locations along Jane Street that we should pay attention to?
3. What other improvements to Jane Street would make you feel safer?

Appendix E: Jamboards with Participant Feedback from Virtual Community Meetings and Final Public Meeting

Virtual Community Meeting #1 (Jane/Finch) with the Jane Finch Initiative's Community Advisory Committee

Jane Street Road Safety

- Jane and Finch area feels very suburban compared to downtown where everything is walkable and in close proximity.
- In Jane and Finch, you have to get a car or rely on public transport. It is very inconvenient to get food, for example. There are not a lot of food stores close together compared to downtown.
- A lot of vehicles do not give the right of way to pedestrians. People needing to cross from one plaza to the other will cross in the middle with no lighting. This has been an issue for over 30 years.
- Very little shade on Jane from Sheppard to Finch. Heat waves make it difficult to walk.
- Traveling with kids. It is not accessible. They have no where to sit and they would rather take the 84 instead of the 35. Other passengers can get rowdy.
- When the buses are full it is not safe during the day, using the bus on the weekends is better because it isn't as crowded.
- Improvements: more electronic signs at bus stops that display wait times at the 35 or the 60. This way, commuters don't have to rely on their phones.
- Design of bus shelters are only there for advertising, no protection from the elements.
- As a pedestrian, cars moving slower has helped pedestrians. Crossing the major intersections and being in parking lots are main concerns of safety.
- Walking is difficult. Parents and neighbours tell her not to walk at night. Areas with no lighting that makes it unsafe.
- Instead of improving pedestrian safety they started handing out "jay walking" tickets.
- An instance where one of her kids were physically assaulted by someone and no one helped.
- The schedule is unreliable, often delayed, you will miss three buses at once and have to wait for 30 minutes.
- Elderly people who cannot drive rely on TTC. At Jane and Finch, the closest Walmart is at Jane and Wilson or Keele, both very far from the community. It is hard to access big box stores.
- Closest Walmart is at Jane and Wilson, but it's so long to wait for the Jane bus you have to take two buses to get to Keele which is farther.
- Walking infrastructure is not walkable.
- Development of the mall and new apartments near the mall facing the LRT is an issue. Is the walkway going to remain the same after LRT construction or are they going to remodel it? This is important.
- More seating along Jane St and at bus stops, especially for seniors and people who have issues with their feet; near Yorkgate as well as Steeles.
- Adding bike lanes would help deal with safety issues with people cycling on the sidewalk.
- Bikes and e-bikes are going on Jane sidewalks endangering pedestrians this is because of the lack of bike lanes.
- Jane and Wilson area littering picks up in the evening. There is public drinking at the curb of Jane and Wilson. Need lighting and harm reduction spaces for these people. Nofills area is an issue too regarding safety.
- Road salt killing trees in the area. Road salt makes it difficult to walk.
- Unsafe areas on Jane needing lighting: near Jane and Finch Mall towards Yewtree side near Yorkgate Mall and the Hydro Corridor.
- to walk around all the corners is frustrating. Cars were turning when pedestrians were walking very unsafe, even though pedestrians were obeying the traffic signs. If nothing changes people will get hurt. Mainly.
- Repair existing sidewalks; sidewalks are very uneven
- Time to honour desired paths. Jane/Finch (private property), just coming off the bus
- Find a way to protect bikers even if Jane isn't wide enough, having marked lanes is important, especially for intersections.
- Waterfront trail is a good example of improved transportation lanes: one side is for cars, the other is for bikes, skateboards, etc. Having a lane to York University would be very helpful.
- Prefer active transportation but it is not possible to bike or walk along Jane, there's no biking infrastructure. The driving culture in the area has a lot of speeding.
- E-bikes are an issue on the sidewalks.
- Beautification and art improvements: murals, paintings, art, greenery would make Jane a nice place to walk around. This will also improve feelings of safety in the area.
- News reports will show us where safety incidents occur the most and where we need extra safety lighting.
- There needs to be more lighting Yorkwoods Gate walking toward Jane Street and the side streets in general such as on ditford

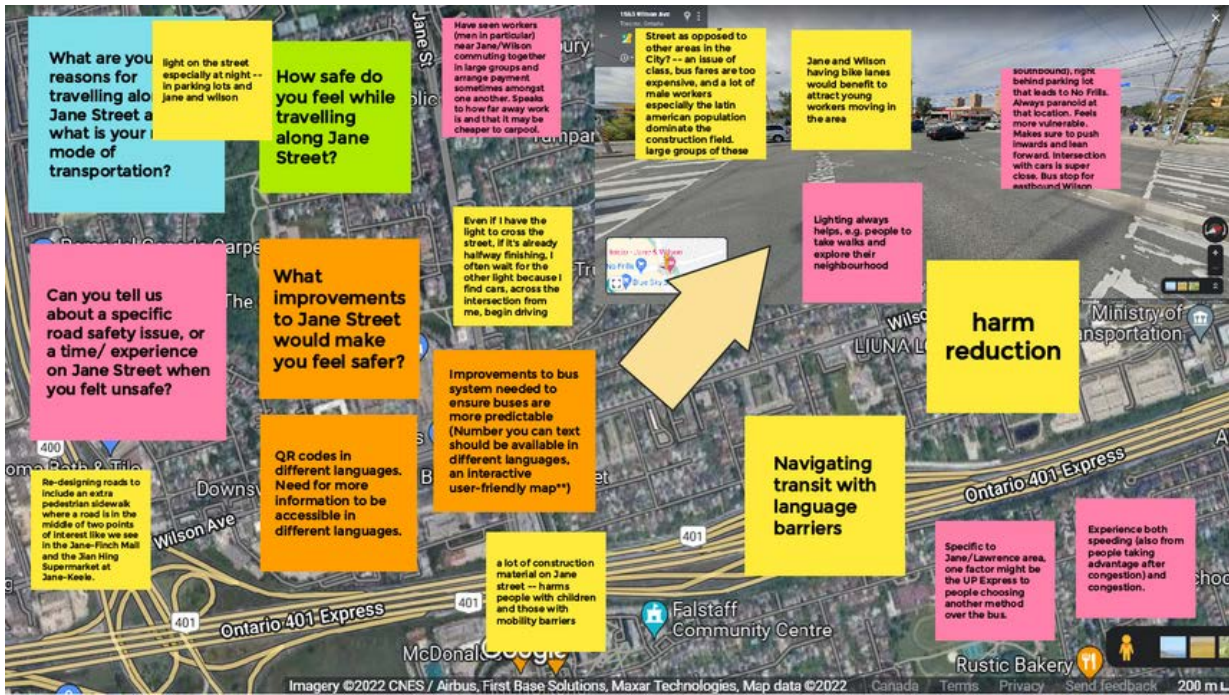
Virtual Community Meeting #2 (Jane/Sheppard)

What are your main reasons for travelling along Jane Street and what is your main mode of transportation?

- How safe do you feel while travelling along Jane Street?
- What improvements to Jane Street would make you feel safer?
- Can you tell us about a specific road safety issue, or a time/experience on Jane St you felt unsafe?
- Moving the bus stops for construction, emergencies, etc. away from intersections - Causes more issues, because people are walking farther. If closer to intersection, you would have more opportunity to catch a bus that's coming.
- What is the TTC bus protocol on waiting for commuters?
- Wider sidewalk
- Need more buses on Jane. Buses get so packed.
- Need greater frequency of buses
- dedicated bike lanes
- Individuals not offering up blue seats on bus for those who need them
- Helpful to have option to put bike on rack on bus, but then the buses are too crowded to get a seat.
- Majority of car cycle collisions are vehicles making unsafe right hand turns
- Riding a bike on Jane is like a Stephen King movie - Need dedicated bike lanes on Jane St, Weston Rd
- General community safety - Sheppard Ave has seen multiple incidences of gun violence, e.g. near gas station at Jane/Sheppard. Sidewalks are narrow and it's easy to bump into people.
- multiple gun shots, cops everywhere - Afterward behaviour changed and had to look at a longer route to enter her subdivision to feel safe. Feeling unsafe and more paranoid forces to find new routes and
- Have to be extra alert when crossing, e.g. Will tell person on phone to hold to focus and be aware when crossing.
- Don't think express buses should be eliminated, because it's needed for people who have to travel long distances and during peak times. Needs more regulation by TTC on having enough buses going in each direction.
- Not seeing this situation in downtown neighbourhoods.
- Seeing situations on the street that escalate
- Feels like cars are going to run them over, even when obeying signals. People run red lights and don't give right of way when you have it.
- Upcoming election is about safety for our community members, seniors, and people who rely on mobility devices. Need political leaders to respond.
- Buses pass people with mobility issues all the time. Not enough attention given, especially when it's raining, etc. People being left out in the elements. They deserve to ride, too.
- Have to be extra alert when crossing, e.g. Will tell person on phone to hold to focus and be aware when crossing.
- Location: Sheppard Ave W & Jane St, Toronto, ON M3L

Appendix E: Jamboards with Participant Feedback from Virtual Community Meetings and Final Public Meeting

Virtual Community Meeting #3 (Jane/Wilson)



Appendix E: Jamboards with Participant Feedback from Virtual Community Meetings and Final Public Meeting

Final Community Meeting



Appendix F: List of Paid Media Advertisements

Media Platform	Date Posted	Engagement Activity	Number of Accounts/ People Reached	Additional Notes
Facebook	August 8, 2022	Virtual Community Meeting #2 (Jane/Sheppard)	19,828	
Facebook	August 12, 2022	Virtual Community Meeting #3 (Jane/Wilson)	23,544	This post was also available in Spanish
Facebook	August 12, 2022	Final Community Meeting	9,752	
Instagram	September 21, 2022	Final Community Meeting	8,676	This post was also available in Spanish
North York Mirror	September 22, 2022	Final Community Meeting	20,000	

