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Appendix A – Display Boards

Appendix B – Comments Received on Display Boards

Appendix C – Online Questionnaire
1 Introduction

This report summarizes the public engagement for the first phase of the City of Pickering’s Integrated Transportation Master Plan (ITMP). The engagement activities consisted of a Public Information Centre (PIC), on Saturday, November 4, at the Pickering Town Centre from 9:30 a.m. to 6:00 p.m., and an online survey from November 4 to December 31, 2017.

2 Public Information Centre

The first round of public information centres for the ITMP was held as a drop-in event at the Pickering Town Centre on Saturday, November 4, 2017 from 9:30 a.m. to 6:00 p.m. Two subsequent rounds of public consultation will follow as the study progresses. The intent of this first PIC was to solicit feedback regarding existing conditions in order to identify problems and opportunities, as well as to gather input on residents’ vision for the evolution of transportation for the City of Pickering.

2.1 Notification of Public Information Centre

The PIC was promoted through various channels including:

- A statutory notice was posted on the City’s website;
- A statutory notice was published in the Pickering News Advertiser on October 25 and November 1, 2017 (see Exhibit 2.1);
- A Tweet on the City’s Twitter account on November 2, 2017 (see Exhibit 2.2);
- A newspaper article on DurhamRegion.com on October 30, 2017
- A newspaper article published in the November 1, 2017 print editions of the Pickering News Advertiser and the Ajax News Advertiser.
- A listing on the Pickering Town Centre website event page.

The notification of the study commencement and first Public Information Centre was also sent to First Nations and other agencies and stakeholders to provide them the opportunity to get involved on November 1, 2017. Overall, eight First Nations were notified, in addition to the Assembly of First Nations and the Métis Nation of Ontario. First Nations with a potential interest in transportation in Pickering that were notified include Alderville, Beausoleil, Chippewas of Georgina Island, Chippewas of Mnjikaning (Rama), Curve Lake, Hiawatha, Oshawa and Durham Métis Council and Mississaugas of Scugog Island.
Survey promotion is discussed separately in Section 4.2, however, any PIC promotion that directed readers to the project website between November 4 and December 31, 2017, also promoted the survey, as there was a link to the survey on the City’s website.
Exhibit 2.1: Statutory notice of commencement for the ITMP published in the Pickering News Advertiser on October 25 and November 1, 2017

Notice of Study Commencement & Public Information Centre #1
City of Pickering Integrated Transportation Master Plan
Engineering Services Department

We are underway!
The City of Pickering is launching an Integrated Transportation Master Plan (ITMP) study to define policies, programs and infrastructure improvements required to address existing and future transportation needs. The ITMP will define a city-wide vision for the development of transportation priorities, programs and networks that will guide future municipal transportation investments in an integrated manner. The ITMP is a critical document in determining the City’s objectives of promoting mobility for all modes of transportation, improving existing and future transportation infrastructure and supporting a vibrant downtown through a multi-model network. The study is being conducted in accordance with the requirements of Phases 1 and 2 of the Municipal Class Environmental Assessment which is an approved process under the Environmental Assessment Act.

Have your say!
Public input is essential to the success of the Integrated Transportation Master Plan. Please visit the study website at pickering.ca/ITMP for study updates, to review study progress, and to submit your ideas and feedback.

Come out and meet us!
The study team wants to hear your ideas on how to improve transportation in Pickering. Over the course of the study, three Public Information Centres will be held to invite input from the community. The first Public Information Centre will be a drop-in format with study team members available to discuss your ideas for Pickering’s future transportation system.

Public Information Centre #1
Saturday, November 4, 2017 – 9:30 am - 5:00 pm
Pickering Town Centre, Upper Level, Entrance 2
1355 Kingston Road, Pickering, ON L1V 6K7

Questions? Ideas? Contact us!
Email the project team at: ITMP@pickering.ca
Nadeem Zahoor, P.Eng., M.Eng
Transportation Engineer, City of Pickering
One The Esplanade, Pickering, ON L1V 6K7 905.420.4660 ext. 2213
Brian Hollingworth, P.Eng.
Consultant Project Manager, IBI Group
55 St. Clair Avenue West, Toronto, ON M4V 2Y7 416.596.1930 ext. 61270
This notice first issued on October 25, 2017
2.2 Information Centre Structure

The event was structured as a public open house at the Pickering Town Centre (1355 Kingston Road) from 9:30 a.m. to 6:00 p.m. Ten display boards were set up on easels in the centre of the mall corridor on the upper level. In addition to the display boards, there were also a set of large scale maps of southern Pickering, comment cards, hard copies of the community survey, and iPads with electronic surveys available on a table. For part of the day (from 9:30 a.m. to 2:00 p.m.) the ITMP display shared the space with the City of Pickering’s Pet Adoption and Licensing Day event.

The display boards were as follows:

1. Welcome and study process
2. Background
3. Trends
4. Map of existing pedestrian infrastructure
5. Map of existing cycling infrastructure
6. Map of existing transit network
7. Map of existing road network
8. What can the ITMP do for Pickering (space for participant suggestions)
9. What can the IMTP do for Pickering (space for participant suggestions)
10. Next steps
A copy of the display boards are included as Appendix A to this report.

Participants were invited to highlight locations on the existing conditions maps (boards 4 to 7) where transportation infrastructure and/or services were effective or deficient.

Participants were also invited to help shape the vision for the ITMP and express how the plan could improve mobility in Pickering by adding notes to two display boards (boards 8 and 9).

Members of the consultant and City project teams were available throughout the day to answer questions and engage with participants.

In conjunction with the PIC, an online community survey was conducted, which was available from November 4 to December 31, 2017. The survey is discussed in detail in Section 4 of this report.
2.3 Attendance and Participation

Approximately 100 participants stopped to view the boards and many dialogued with staff. Given that the event was held in a mall, very few participants signed-in to the event or provided contact information.

3 Feedback

This section summarizes feedback from comments received on the display boards, from conversations with Project Team staff, and from hot-spots identified on the maps. A complete list of comments is provided in Appendix B.

3.1 Active Transportation

Improving connections: Improving active transportation connections to major destinations was a common theme from participants. Attendees noted that there should be more sidewalks in the city and better connections from the streets to commercial sites, especially commercial sites that are set far back from the street. Several attendees also stressed the need to connect gaps in sidewalk and cycling infrastructure to provide continuous routes to major destinations. Improving east-west connections was also noted in several comments.

Specific locations highlighted in the feedback include:

- Need for continuous sidewalks on Kingston Road;
- Need for mid-block pedestrian connections to Pickering Town Centre;
- Need for better east-west sidewalk connections between Liverpool Road and Whites Road;
- Positive feedback on sidewalk improvements in Frenchman’s Bay;
- Suggestion for bike lanes on Rougemount Drive to provide a good north-south connection;
- Suggestion for bike lanes on Sandy Beach Road;
- Need for bike lanes on Glenanna Road to be continuous; and
- Need for bike lanes on Whites Road and Finch Avenue.

In terms of the types of infrastructure, a few attendees expressed a preference for cycle tracks and separated facilities in general, rather than painted edgelines and painted bike lanes.

Safety: Closely related to improving connections, safety was an often expressed concern. It was noted that there is a need for safe sidewalk and cycling
connections through construction zones, maintenance of trails in the winter, and concerns that there are often parked cars in the bike lanes on Glenanna Road that create issues for cyclist and motorists alike.
Existing Cycling Network Map

Dots added by public to indicate what’s working (green) and what’s not working (red).
Existing Pedestrian Infrastructure Map

Dots added by public to indicate what’s working (green) and what’s not working (red).
3.2 Transit

Although transit services in the City of Pickering are provided by Durham Region or GO Transit and beyond the scope of the Pickering ITMP, many comments were received relating to the transit network. Comments on the quality of the service were mixed with some feeling that the service worked well and others feeling that there was room for improvement. Those who felt that the service worked well cited good connections with GO Transit services and the reliable travel on the Kingston Road bus lanes.

Comments indicating that the service needed improvement emphasized the following topics:

- The service should connect to more destinations, such as schools, shopping destinations, and senior’s centres, potentially using a grid route network;
- The frequency of service should be improved;
- Buses should be better timed to connect with GO trains;
- There should be more connection with TTC services; and
- There should be more bus shelters and more information provided in bus shelters.
Existing Transit Network Map

Dots added by public to indicate what’s working (green) and what’s not working (red).
### 3.3 Roads

The road network in Pickering is comprised of local streets managed by the City, regional roads managed by the Region, and highways under the jurisdiction of the Province. Comments pertaining to Regional roads will be forwarded to the Region.

Comments on the road network generally expressed concerns over growing traffic congestion. Specific areas highlighted include:

- Brock Road leading to Highway 407 should have more lanes;
- The lack of eastbound exit from Highway 401 to Liverpool Road creates traffic;
- York-Durham Line south to Highway 7 is very congested;
- Major Oaks Road experiences a lot of traffic infiltration from Brock Road; and
- Kingston Road traffic is too heavy and not sustainable.

Other comments suggested that wider roads will be needed to accommodate the projected population growth and it was also suggested that employers be encouraged to stagger working hours to relieve traffic congestion.

In addition, there were several comments expressing concern over the bus lanes on Kingston Road. Some noted that better driver education and police enforcement was needed. Others felt that the space allotted for right turning vehicles to enter the curb lane was not long enough.
Existing Road Network Map

Dots added by public to indicate what’s working (green) and what’s not working (red).
4 Community Survey

In addition to an in-person public information centre, an online survey was developed to gather feedback on issues, opportunities and priorities in Pickering. The survey was useful for encouraging participation from individuals who did not attend the in-person information session. The survey was also useful for obtaining feedback in response to specific questions, rather than the largely open ended feedback that was obtained at the PIC.

4.1 Survey Platform

LimeSurvey was chosen as the platform to implement the survey. IBI Group has previous experience implementing and operating surveys with LimeSurvey, which meant that the questionnaire could be implemented within a shorter timeline.

The platform also had the following features:

- Multi-language support (not used);
- AODA-compliant (WCGA2);
- No external hosting required – the survey was hosted directly on the project website;
- Data stored in Canada;
- Ability to handle large numbers of simultaneous responses;
- Ability to embed videos and maps;
- Mobile friendly; and
- Readily available technical support in the case of a disruption.

4.2 Community Survey Promotion

The survey was promoted through the following mediums:

- A Tweet on the City of Pickering’s Twitter account on November 29, 2019;
- A post on the City of Pickering’s Facebook page on December 14, 2017 (see Exhibit 4.1); and
- Facebook ads targeting residents of Pickering.

Project Team staff also mentioned the survey to PIC attendees. Furthermore, any promotion of the PIC discussed in Section 2.1 that directed participants to
the project website would also direct participants to the survey, as a link to the survey was provided on the project website.

Exhibit 4.1: Post on the City of Pickering’s Facebook Page

![Facebook Post](https://example.com/image)

4.3 Community Survey Results

**Q1. Please rate each of the following statements based on how important you think it is to Pickering’s future transportation system.**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Neither Important nor Unimportant</th>
<th>Somewhat Unimportant</th>
<th>Very Unimportant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adopt a transparent and fiscally responsible approach to prioritizing investments</td>
<td>79 (60.3%)</td>
<td>42 (32.1%)</td>
<td>7 (5.3%)</td>
<td>2 (1.5%)</td>
<td>1 (0.8%)</td>
</tr>
<tr>
<td>Support development in the City Centre, waterfront and employment areas</td>
<td>81 (61.4%)</td>
<td>38 (28.8%)</td>
<td>6 (4.5%)</td>
<td>5 (3.8%)</td>
<td>2 (1.5%)</td>
</tr>
<tr>
<td>Monitor and consider opportunities to adopt new technology</td>
<td>60 (45.5%)</td>
<td>59 (44.7%)</td>
<td>10 (7.6%)</td>
<td>1 (0.8%)</td>
<td>2 (1.5%)</td>
</tr>
<tr>
<td>Improve connections within and between communities by all modes (i.e. walking, cycling, transit, driving etc.)</td>
<td>101 (77.1%)</td>
<td>26 (19.8%)</td>
<td>1 (0.8%)</td>
<td>2 (1.5%)</td>
<td>1 (0.8%)</td>
</tr>
<tr>
<td>Offer a range of mobility choices for individuals of all ages and abilities</td>
<td>78 (59.1%)</td>
<td>42 (31.8%)</td>
<td>9 (6.8%)</td>
<td>1 (0.8%)</td>
<td>2 (1.5%)</td>
</tr>
</tbody>
</table>
The statements relating to the vision all rated reasonable well. The majority were rated all statements as “very important” while the vast majority rated each statement “very” or “somewhat important”.

**Q2. What is your vision for transportation in Pickering?**

As noted above, there was already widespread general agreement with the transportation vision as presented in the survey. As such, respondents took the opportunity to respond to this question by pointing to specific issues or deficiencies in the existing system that they would like to see rectified, advocating for improvements to specific modes, or presenting general comments on the future of transportation in the City.

Responses varied, but several themes emerged. A significant number of responses focused on improving transit, with multiple mentions of straightening out transit routes, integrating fares and service with neighbouring systems, providing more frequent service, offering more network coverage and operating longer service hours. An additional focus was on regional travel, where several respondents indicated a desire to move away from the GO station-centric approach of the system, preferring a grid-like network that could be used for internal trips and speedier connections to the rest of Durham, York and Toronto, particularly Scarborough and other non-downtown locations.

Respondents also focused on issues with the road network mentioning the lack of Highway 401 crossings, the relative lack of continuous east-west roads and the high level of traffic congestion. A frequent comment also indicated a desire to remove the bus-only lanes from within the City.

Many comments were received pertaining to the pedestrian and cycling network. These comments focused on improving network connectivity and coverage as well as improving safety by building off-street paths instead of painted bike lanes, particularly on busier, faster streets.

In addition to these recurring ideas, several specific problems and opportunities were identified. These, as with all feedback, have been reviewed by project staff and will be taken into considered moving forward with the ITMP.
Q3. What is your main mode of transportation to get around Pickering?

Exhibit 4.3: Question 3 Results Summary

71% of respondents use personal vehicles as their main mode of transportation (drive alone and get a ride/carpool), while 17% report using transit predominantly and 10% walk or cycle. It is important to note that responses to this survey will over-represent transit and active modes by varying degrees, and as a function of that, under-represent auto-based modes. The 2011 Census showed that 87% of all trips originating in Pickering were made by automobile (driver or passenger), while only 6% used transit (though 12% used transit during the AM peak period), and 5% used active modes.

However, it is typical of a survey such as this to receive disproportionately larger feedback from transit and active transportation users, particularly in a system largely designed for and dominated by automobile-based modes. Results are likely not impacted significantly, but it is important to know the makeup of respondents in order to make informed interpretations of the results.
Q4. What is your experience when using the following modes to get around Pickering?

Exhibit 4.4: Question 4 results summary

<table>
<thead>
<tr>
<th>Mode</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>I Don't Use This Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking</td>
<td>12</td>
<td>40</td>
<td>33</td>
<td>18</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>9.8%</td>
<td>32.8%</td>
<td>27.0%</td>
<td>14.8%</td>
<td>8.2%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Cycling</td>
<td>5</td>
<td>17</td>
<td>16</td>
<td>19</td>
<td>18</td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>4.0%</td>
<td>13.7%</td>
<td>12.9%</td>
<td>15.3%</td>
<td>14.5%</td>
<td>39.5%</td>
</tr>
<tr>
<td>Driving Alone</td>
<td>22</td>
<td>58</td>
<td>25</td>
<td>10</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>17.5%</td>
<td>46.0%</td>
<td>19.8%</td>
<td>7.9%</td>
<td>0.8%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Carpooling/ Getting a Ride</td>
<td>12</td>
<td>23</td>
<td>20</td>
<td>7</td>
<td>5</td>
<td>58</td>
</tr>
<tr>
<td></td>
<td>9.6%</td>
<td>18.4%</td>
<td>16.0%</td>
<td>5.6%</td>
<td>4.0%</td>
<td>46.4%</td>
</tr>
<tr>
<td>Transit</td>
<td>3</td>
<td>13</td>
<td>26</td>
<td>31</td>
<td>17</td>
<td>37</td>
</tr>
<tr>
<td></td>
<td>2.4%</td>
<td>10.2%</td>
<td>20.5%</td>
<td>24.4%</td>
<td>13.4%</td>
<td>29.1%</td>
</tr>
</tbody>
</table>

Few respondents reported being very satisfied with their experiences, regardless of the mode identified. Driving alone led the way with 22 respondents (19% of those who use that mode) reporting being very satisfied.

Results are simplified and summarized in Exhibit 4.5 below. Respondents who do not use the specified mode were not included in this chart. As shown, only 9.5% of drivers and 17.9% of people who carpool or ride as passengers report dissatisfaction. Roughly half of all respondents who use transit or cycle report dissatisfaction with their experiences. 46% of respondents who walk report they are satisfied or very satisfied.
Exhibit 4.5: Question 4 results summarized by combining "very satisfied" and "satisfied" as well as "very dissatisfied" and "dissatisfied".

<table>
<thead>
<tr>
<th>Mode of Transport</th>
<th>Very Satisfied or Satisfied</th>
<th>Neutral</th>
<th>Very Dissatisfied or Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carpooling/Getting a Ride</td>
<td>52.2%</td>
<td>29.9%</td>
<td>17.9%</td>
</tr>
<tr>
<td>Transit</td>
<td>17.8%</td>
<td>28.9%</td>
<td>53.3%</td>
</tr>
<tr>
<td>Cycling</td>
<td>29.3%</td>
<td>21.3%</td>
<td>49.3%</td>
</tr>
<tr>
<td>Driving Alone</td>
<td>69.0%</td>
<td>21.6%</td>
<td>9.5%</td>
</tr>
<tr>
<td>Walking</td>
<td>46.0%</td>
<td>29.2%</td>
<td>24.8%</td>
</tr>
</tbody>
</table>

Q5. What are your main transportation issues in Pickering? (You can choose all that apply)

Exhibit 4.6: Question 5 results summary

<table>
<thead>
<tr>
<th>Transportation Issue</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too much traffic congestion</td>
<td>67</td>
<td>51%</td>
</tr>
<tr>
<td>Lack of pedestrian infrastructure (not enough sidewalks, cross-walks, trails)</td>
<td>58</td>
<td>44%</td>
</tr>
<tr>
<td>Not enough bus stop amenities (bus shelters, benches, garbage bins, passenger information)</td>
<td>49</td>
<td>37%</td>
</tr>
<tr>
<td>Speeding (vehicles often travel above the speed limit)</td>
<td>44</td>
<td>33%</td>
</tr>
<tr>
<td>Safety (I don't feel safe when I'm walking, cycling, taking the bus or driving)</td>
<td>43</td>
<td>33%</td>
</tr>
<tr>
<td>Lack of connectivity in the pedestrian network (it's difficult to reach my destination by walking)</td>
<td>42</td>
<td>32%</td>
</tr>
<tr>
<td>Lack of cycling infrastructure (not enough bike lanes and bike-friendly roads)</td>
<td>40</td>
<td>30%</td>
</tr>
<tr>
<td>Lack of connectivity in the cycling network (it's difficult to reach my destination by cycling)</td>
<td>37</td>
<td>28%</td>
</tr>
<tr>
<td>Too much truck traffic</td>
<td>35</td>
<td>27%</td>
</tr>
<tr>
<td>Too much through-traffic in my neighbourhood</td>
<td>23</td>
<td>17%</td>
</tr>
<tr>
<td>Parking availability (it's difficult to find parking in the city)</td>
<td>14</td>
<td>11%</td>
</tr>
</tbody>
</table>
**Q6. Based on your experience, how would you prioritize the following improvements for the pedestrian network in Pickering?**

Exhibit 4.7: Question 6 results summary

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low Priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill in missing sidewalk/trail connection</td>
<td>46 (36.5%)</td>
<td>62 (49.2%)</td>
<td>18 (14.3%)</td>
</tr>
<tr>
<td>Improve sidewalk condition (maintenance, accessibility or safety concerns e.g. snow removal, width, cross fall, tripping hazard)</td>
<td>56 (45.2%)</td>
<td>54 (43.5%)</td>
<td>14 (11.3%)</td>
</tr>
<tr>
<td>Add street furniture (e.g. add more benches, add more garbage bins)</td>
<td>29 (23.2%)</td>
<td>44 (35.2%)</td>
<td>52 (41.6%)</td>
</tr>
</tbody>
</table>

**Q7. Based on your experience, how would you prioritize the following improvements for the cycling network in Pickering?**

Exhibit 4.8: Question 7 results summary

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low Priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add new bike lane connection (including painted lanes, separated lanes/multiuse paths/trails)</td>
<td>28 (22.8%)</td>
<td>42 (34.1%)</td>
<td>53 (43.1%)</td>
</tr>
<tr>
<td>Improve existing cycling infrastructure (maintenance, accessibility, or safety concern e.g. snow removal, street sweeping, add buffer, obstacle/hazard)</td>
<td>33 (26.6%)</td>
<td>44 (35.5%)</td>
<td>47 (37.9%)</td>
</tr>
<tr>
<td>Add more bike racks for public use</td>
<td>15 (12.4%)</td>
<td>40 (33.1%)</td>
<td>66 (54.5%)</td>
</tr>
</tbody>
</table>
**Q8.** *The City of Pickering does not plan or change DRT or GO routes, but we can look at ways to improve how you access the services. Based on your experience, how would you prioritize the following improvements for accessing transit in Pickering?*

**Exhibit 4.9: Question 8 results summary**

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low Priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add new sidewalk/trail connections to existing bus stops</td>
<td>41 33.1%</td>
<td>53 42.7%</td>
<td>30 24.2%</td>
</tr>
<tr>
<td>Improve bus stop amenities (e.g. bus shelter, garbage bin, bench, route information)</td>
<td>52 41.6%</td>
<td>44 35.2%</td>
<td>29 23.2%</td>
</tr>
</tbody>
</table>

**Q9.** *Based on your experience, how would you prioritize the following improvements for driving in Pickering?*

**Exhibit 4.10: Question 9 results summary**

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low Priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve capacity of roads and intersections</td>
<td>76 63.3%</td>
<td>36 30.0%</td>
<td>8 6.7%</td>
</tr>
<tr>
<td>Make truck movements easier (e.g. provide curbside delivery spaces, provide truck routes)</td>
<td>29 25.7%</td>
<td>56 49.6%</td>
<td>28 24.8%</td>
</tr>
<tr>
<td>Improve parking options in the City Centre and at the waterfront</td>
<td>50 45.5%</td>
<td>42 38.2%</td>
<td>18 16.4%</td>
</tr>
</tbody>
</table>

**Q10. Tell us your ideas to improve transportation in Pickering:**

Like Question 2, responses received to this question were varied. Common comments included providing more parking availability at the waterfront, providing better access to Highway 401 (particularly at Liverpool Road), improving signal coordination and timing, building more roundabouts, removing the bus-only lanes or converting them to HOV lanes, adding bus bays so drivers
do not have to wait for buses, and adding commuter parking lots at key areas in
the City.

Reducing congestion in general was a major theme, especially in light of
Pickering’s expected growth. Respondents mentioned several specific corridors
areas for road widening or intersection modification projects, though nearly all
were along Regional roads, which are likely to be addressed by the recently
approved Durham Region Transportation Master Plan. Local roads were
mentioned as corridors where through traffic should be discouraged by adding
traffic calming elements where appropriate.

In general, respondents are in favour of increasing the attractiveness of transit
as a way to decrease reliance on driving. Common suggestions included
integrating transit fares and routes with neighbouring municipalities, improved
frequency, more direct routes, and more bus shelters.

Active transportation was also frequently mentioned. Respondents desire more
sidewalks and cycling infrastructure, and improved continuity and connectivity
between the sidewalks and paths that already exists. Adding more streetlights
was also mentioned by a number of respondents in order to help improve
pedestrian safety.

All comments received have been reviewed in detail and will be considered as
the ITMP study progresses.

Q11. How old are you?

Exhibit 4.11: Question 11 results summary

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 - 24</td>
<td>11</td>
<td>8.8%</td>
</tr>
<tr>
<td>25 - 34</td>
<td>19</td>
<td>15.2%</td>
</tr>
<tr>
<td>35 - 44</td>
<td>33</td>
<td>26.4%</td>
</tr>
<tr>
<td>45 - 54</td>
<td>23</td>
<td>18.4%</td>
</tr>
<tr>
<td>55 - 64</td>
<td>23</td>
<td>18.4%</td>
</tr>
<tr>
<td>65+</td>
<td>13</td>
<td>10.4%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>3</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

Q12. Please select your occupation:

Exhibit 4.12: Question 12 results summary

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time employee</td>
<td>72</td>
<td>57.6%</td>
</tr>
<tr>
<td>Part-time employee</td>
<td>9</td>
<td>7.2%</td>
</tr>
<tr>
<td>Self-employed</td>
<td>13</td>
<td>10.4%</td>
</tr>
</tbody>
</table>
Homemaker | 4 | 3.2%
---|---|---
Full-time student | 6 | 4.8%
Part-time student | 0 | 0.0%
Retired | 13 | 10.4%
Unemployed | 2 | 1.6%
Prefer not to answer | 6 | 4.8%

**Q13. What is your postal code? (First 3 characters only)**

<table>
<thead>
<tr>
<th>Postal Code</th>
<th>Description</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>L0B</td>
<td>Eastern Durham</td>
<td>1</td>
<td>0.8%</td>
</tr>
<tr>
<td>L1R</td>
<td>Whitby</td>
<td>1</td>
<td>0.8%</td>
</tr>
<tr>
<td>L1V</td>
<td>Pickering South (North of Hwy 401)</td>
<td>60</td>
<td>49.6%</td>
</tr>
<tr>
<td>L1W</td>
<td>Pickering South (South of Hwy 401)</td>
<td>37</td>
<td>30.6%</td>
</tr>
<tr>
<td>L1X</td>
<td>Pickering South (North of Finch Ave)</td>
<td>18</td>
<td>14.9%</td>
</tr>
<tr>
<td>L1Y</td>
<td>Pickering (Claremont)</td>
<td>2</td>
<td>1.7%</td>
</tr>
<tr>
<td>M1C</td>
<td>Scarborough (Port Union/Highland Creek)</td>
<td>1</td>
<td>0.8%</td>
</tr>
<tr>
<td>M1N</td>
<td>Scarborough (Birch Cliff)</td>
<td>1</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

**Q14. How did you hear about this survey?**

<table>
<thead>
<tr>
<th>Source</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newspaper</td>
<td>3</td>
<td>2.4%</td>
</tr>
<tr>
<td>Social Media</td>
<td>77</td>
<td>61.6%</td>
</tr>
<tr>
<td>Public Information Centre</td>
<td>4</td>
<td>3.2%</td>
</tr>
<tr>
<td>City Website</td>
<td>13</td>
<td>10.4%</td>
</tr>
<tr>
<td>From a friend</td>
<td>8</td>
<td>6.4%</td>
</tr>
<tr>
<td>Other – City Email List</td>
<td>20</td>
<td>13.6%</td>
</tr>
<tr>
<td>Other – Ajax/Pickering Board of Trade</td>
<td>2</td>
<td>1.6%</td>
</tr>
<tr>
<td>Other – Newsletter</td>
<td>1</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

**Email Submissions**

Through the end of December 2017, the project team received four email submissions. These emails are summarized in this section, and will be included as part of a complete communications record to be appended to the Integrated...
Transportation Master Plan. Several emails were also received asking for general information or to be added to the project mailing list. These emails are not included in the discussion below.

The first submission received requests that bike lanes or a multi-use-path be added to Church Street as part of the forthcoming update to the City’s Bikeway and Trails Master Plan.

The second submission praises the widening of Kingston Road approaching major intersections, particularly when emphasis is on bus lanes and bike lanes. The writer also inquires on the feasibility of light rail transit in Durham Region, with a suggestion that the Eglinton Crosstown LRT be extended from Scarborough into Pickering.

The third submission discusses the development of the transit network in Pickering, emphasising the growing need for transit solutions that help residents move about within Pickering, rather than getting them in and out of the city.

The submission continues, discussing vehicle traffic moving through Pickering, which makes it difficult to travel by car within the city without encountering congestion-related delays. Because of this growing congestion, the writer focuses on the need for improved transit within the city, potentially taking the form of demand-responsive micro transit.

The fourth submission focuses on the cycling network within the city. The writer recommends that cycling be incorporated into the ITMP with an aggressive implementation plan, that the Bayly Street multi-use path be extended to Pickering GO station and beyond, that the Kingston Road bike lanes be extended to the Toronto border, that connectivity to the Waterfront Trail be improved by providing north-south routes on Liverpool and Whites Roads, that Granite Court receive upgraded cycling infrastructure and that 30 km/h speed limits should be adopted in all residential areas.
Appendix A – Display Boards
Welcome

Thank you for attending the first Public Information Centre for the City of Pickering Integrated Transportation Master Plan!

An Integrated Transportation Master Plan (ITMP) is a long-term, strategic planning document that directs policies and infrastructure for the City’s transportation system to meet the needs of pedestrians, cyclists, transit riders, motorists and goods movement.

Study Process

The study has begun and we expect to complete the plan by mid-2019. Two more rounds of Public Information Centres will be scheduled as the study progresses.

Visit our website pickering.ca/ITMP for updates!

Please sign up if you’d like to be added to the project contact list.

We want to hear from you – fill out our questionnaire and tell us how the transportation system can serve you better.
Background

Municipal Class EA Process

The Integrated Transportation Master Plan (ITMP) is being conducted in accordance with the requirements of Phases 1 and 2 of the Municipal Class Environmental Assessment process, which is an approved process under the Environmental Assessment Act.

The Municipal Class Environmental Assessment process provides for a transparent public process for planning and building municipal infrastructure that ensures public and stakeholder participation throughout.

This ITMP will be coordinated with other land use plans to make sure that growth contributes positively to every community in the City. It will leverage planned investments to implement complete streets and more sustainable design approaches.

Outcomes of the study will include:
- A new Integrated Transportation Master Plan
- A Complete Streets Strategy
- Supporting transportation policies and guidelines
Between 1991 and 2011, the population of Pickering increased by 29% while the total number of cars in the city increased by 46%.

Of trips starting in Pickering during the morning peak (6:30 to 9:30 am), 22,000 remain in Pickering. Of trips ending in Pickering during the morning peak, 11,600 come from other municipalities in Durham Region.

In Pickering, significantly more trips are made by car than by all other modes combined. This trend is similar to other municipalities in Durham Region.

Of trips originating in Pickering, 25% are shorter than 2 km. Short trips by car have a large impact on congestion and have been increasing in Pickering.
Walking

Using the dots, show us:

- what’s working
- what’s not working
Cycling

Using the dots, show us:
- what's working
- what's not working

Existing Cycling Network

City of Pickering
Using the dots, show us:

- ▶️ what’s working
- 🔴 what’s not working
Using the dots, show us:

- what's working
- what's not working
What can the ITMP do for Pickering?

Help shape the vision

e.g.

Offer options
What can the ITMP do for Pickering?

Help shape the vision

E.g.

Enhance connections

Help make transportation affordable, efficient, and sustainable.
Next Steps

We will:

1. Review the feedback to understand your priorities

2. Develop the transportation vision and identify the key goals and objectives of the ITMP

3. Assess the transportation network, develop and test alternative transportation strategies

4. Hold the second Public Information Centre in spring of 2018 – see you there!

You can:

Get involved:
- Take the questionnaire and stay up to date by visiting pickering.ca/ITMP
- Questionnaire open until November 30th

Send us your questions or ideas at ITMP@pickering.ca

Or contact the project managers:

Nadeem Zahoor, P.Eng., M.Eng
Transportation Engineer
City of Pickering
One The Esplanade
Pickering, ON L1V 6K7
905.420.4660 ext. 2213

Brian Hollingworth, P.Eng.
Consultant Project Manager
IBI Group
55 St. Clair Avenue West
Toronto, ON M4V 2Y7
416.596.1930 ext. 61270

Scan the QR code above to access the questionnaire!
Appendix B – Comments Received on Display Boards
Active Transportation

- Pedestrian connections – there is a large section of Kingston Road with no sidewalk
- Need off-road bike infrastructure
- Traffic needs to be safer/slower. There are a lot of kids and families biking and walking.
- Better pedestrian connections at commercial sites to the main roads
- Mid-block pedestrian crossing at Pickering Town Centre needed
- Whites Road should have bike lanes, so should Finch.
- Non-contiguous bike lanes on Glenanna (problems for drivers when cyclists leave non-existent bike lanes)
- Improvements on sidewalks in Frenchman’s Bay are good
- More connections to groceries
- Winter maintenance on trials
- Walking and biking is healthier and quicker
- More laneways for pedestrian connections
- Cars parked in bike lanes on Glenanna
- No cycling connections to Scarborough or Toronto
- Have active transportation committee (committee of council)
- Cycle tracks or separated paths – better than edgelines or bikelanes
- Rougemuont Drive would offer better bike connection north-south
- Connect gaps in the pedestrian and cycling network
- Look at work done on previous plans, waterfront particularly
- Accommodate e-bikes and improve accessibility on trails
- More east-west cycling connections
- Bike lanes on Sandy Beach
- Maintain safe/continuous pedestrian access through construction
- Strava heat map, north Pickering “Dark Zone” cycling
- Sidewalks that connect from the mall to the road
City should require internal sidewalks on commercial areas to connect to existing sidewalks on roads. Continuous bike lanes needed.

Plan for safe sidewalk paths –Liverpool to Whites Road

Walking over 401 on Liverpool noisy! Disconnected from South Pickering

Transit

- Bus routes work well
- Create grid network
- Bus routes need to serve subdivisions at least twice a day.
- Bus routes change too frequently
- No timed connections to GO Trains
- Bus service isn’t easy to use
- Long term need for dedicated bus lanes on the 401
- Bus routes work well (e.g. 223)
- Plan BRT service to make connections
- More connection points between BRT and TTC
- Buses serve GO train well, not so much within the City
- Lots of empty buses
- System should be more convenient (e.g. bus coordination with train)
- More frequent transit
- Better transit to GTA west area (Brampton)
- Bus shelters need more information in them
- Improve transportation options for seniors
- Bus stops closer to seniors centres (Liverpool/Bayly)
- Better bus/transit connections to schools
- Transit lanes on highway 401
- Better transit access, maybe grid-based routes
- Lots of transit detours – confusing for the commute
- Isolated bike path on Kingston
• Dedicated bus lanes are good
• Schedules posted at DRT stops!
• Bus signal priority
• Transit around the mall

Roads
• Too short of a distance to make right turn across bus lanes on Kingston Road
• New traffic light at Brock and Major Oaks
• Need to educate drivers on how bus lanes work
• More crowded - need to improve options for getting around – safer trails
• Brock road to 407 – no lights, should have more lanes
• Yellow and white road lines are faded – should be marked more often
• No eastbound exit on Liverpool road – creates traffic
• York-Durham line south onto Highway 7 – very congested, needs a plan, Brock interchange is unsafe
• Brock Road/Major Oaks – many safety concerns/traffic infiltration
• Advance left turn arrows at Liverpool and Valley Farm all day!
• Wider streets for growing development
• Kingston Road traffic is too heavy! Congestion is not sustainable
• Dixie, Highway 2, off-set/rise
• Stager work hours
  – Banks 10:30 – 6:30
  – Govt Offices 7 – 3
  – School 8 - 3
• Better police enforcement
Appendix C – Online Questionnaire
The City of Pickering is developing an Integrated Transportation Master Plan to define the policies, programs, and infrastructure improvements required to address existing and future transportation needs.

Please take a few minutes to answer these questions. By doing so, you can help us understand how the transportation system is working for you, and what your priorities are for improvements.

**What’s your vision?**
The vision for the transportation system is carried throughout the project and helps to guide the study, from identifying policies, to funding and implementation.

1. Please rate each of the following statements based on how important you think it is to Pickering's future transportation system.

<table>
<thead>
<tr>
<th></th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Neither Important nor Unimportant</th>
<th>Somewhat Unimportant</th>
<th>Very Unimportant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adopt a transparent and fiscally responsible approach to prioritizing investments</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Support development in the City Centre, waterfront and employment areas</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Monitor and consider opportunities to adopt new technology</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Improve connections within and between communities by all modes (i.e. walking, cycling, transit, driving etc.)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Offer a range of mobility choices for individuals of all ages and abilities</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

2. What is your vision for transportation in Pickering?

________________________________________________________________________________________________________________________________________________________________________________________________________________________
What are your challenges?
These questions help us to understand how you travel around Pickering, and what your experience is with the transportation system.

3. What is your main mode of transportation to get around Pickering?
   - Transit
   - Drive Alone
   - Cycle
   - Get a ride/carpool
   - Walk
   - Other: ______________________

4. What is your experience when using the following modes to get around Pickering?

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither Satisfied nor Dissatisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>I don't use this mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycling</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Walking</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Driving Alone</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Carpooling/Getting a Ride</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Transit</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

5. What are your main transportation issues in Pickering? (You can choose all that apply)
   - Lack of pedestrian infrastructure (not enough sidewalks, cross-walks, trails)
   - Lack of connectivity in the cycling network (it's difficult to reach my destination by cycling)
   - Safety (I don't feel safe when I'm walking, cycling, taking the bus or driving)
   - Parking availability (it's difficult to find parking in the city)
   - Too much traffic congestion
   - Lack of cycling infrastructure (not enough bike lanes and bike-friendly roads)
   - Not enough bus stop amenities (bus shelters, benches, garbage bins, passenger information)
   - Too much truck traffic
   - Speeding (vehicles often travel above the speed limit)
   - Too much through-traffic in my neighbourhood
   - Lack of connectivity in the pedestrian network (it's difficult to reach my destination by walking)
   - Other: ______________________
What are your priorities?

Your priorities for improvement let us know what's important to you, and where recommendations may have the most impact.

6. Based on your experience, how would you prioritize the following improvements for the pedestrian network in Pickering?

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill in missing sidewalk/trail connection</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Improve sidewalk condition (maintenance, accessibility or safety concerns e.g. snow removal, width, cross fall, tripping hazard)</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Add street furniture (e.g. add more benches, add more garbage bins)</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

7. Based on your experience, how would you prioritize the following improvements for the cycling network in Pickering?

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add new bike lane connection (including painted lanes, separated lanes/multiuse paths/trails)</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Improve existing cycling infrastructure (maintenance, accessibility, or safety concern e.g. snow removal, street sweeping, add buffer, obstacle/hazard)</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Add more bike racks for public use</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>
8. The City of Pickering does not plan or change DRT or GO routes, but we can look at ways to improve how you access the services. Based on your experience, how would you prioritize the following improvements for accessing transit in Pickering?

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add new sidewalk/trail connections to existing bus stops</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Improve bus stop amenities (e.g. bus shelter, garbage bin, bench, route information)</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

9. Based on your experience, how would you prioritize the following improvements for driving in Pickering?

<table>
<thead>
<tr>
<th>Improvement</th>
<th>High Priority (address immediately)</th>
<th>Medium Priority (address in the near future)</th>
<th>Low priority (address in the far future)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve capacity of roads and intersections</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Make truck movements easier (e.g. provide curbside delivery spaces, provide truck routes)</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Improve parking options in the City Centre and at the waterfront</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

10. Tell us your ideas to improve transportation in Pickering: ________________________________

________________________________________________________________________________

________________________________________________________________________________
Tell us about yourself:
These questions help us learn a bit more about you, which gives us a better picture of your travel needs. They also help us to know how well our outreach is working, and where we can improve.

11. How old are you?
   - O Under 18
   - O 19 – 24
   - O 25 – 34
   - O 35 – 44
   - O 45 – 54
   - O 55 – 64
   - O 65+
   - O Prefer not to answer

12. Please select your occupation:
   - O Full-time employee
   - O Part-time employee
   - O Self-employed
   - O Homemaker
   - O Full-time student
   - O Part-time student
   - O Prefer not to answer
   - O Retired
   - O Unemployed
   - O Prefer not to answer

13. What is your postal code? (First 3 characters only) ________________________________

14. How did you hear about this survey?
   - O Newspaper
   - O Social Media
   - O Public Information Centre
   - O City Website
   - O From a friend
   - O Other: ________________________________