



Trolley Crescent Public Feedback Summary Report

February 17, 2021

This summary report was prepared by Waterfront Toronto. If you have any questions please contact:

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Introduction

Planned by Waterfront Toronto and designed by The Planning Partnership, Trolley Crescent was the first woonerf introduced in Toronto in 2014. This U-shaped street is located in the West Don Lands and runs east from St. Lawrence Street, past River Street then south along the eastern edge of River City, then turns west running parallel to Underpass Park back to St. Lawrence Street.

Since Trolley Crescent opened in 2014, we have been observing how people use and interact with this new kind of street. Over time we've seen that drivers are sometimes unclear where they can and cannot drive or park and often end up parking illegally. Area residents have shared feedback with Councillor Wong-Tam's office that drivers are parking in areas meant to be used by pedestrians, which in some cases has damaged adjacent landscaping.

Based on how this space has been used over time and information shared by local residents, we are proposing to employ some relatively simple design solutions to ensure that everyone knows how to use the woonerf properly.

Purpose of Public Survey

The purpose of this public survey was to solicit feedback regarding the proposed design solutions to Trolley Crescent before final design decisions are made and then subsequently implemented in the spring of 2021. The survey was also an opportunity to learn how people use Trolley Crescent.

Consultation Format

This public consultation was conducted via an online survey on Typeform. The survey was open from December 14, 2020 to January 15, 2021 and was promoted digitally with the assistance of Councillor Wong-Tam's office.

Engagement materials:

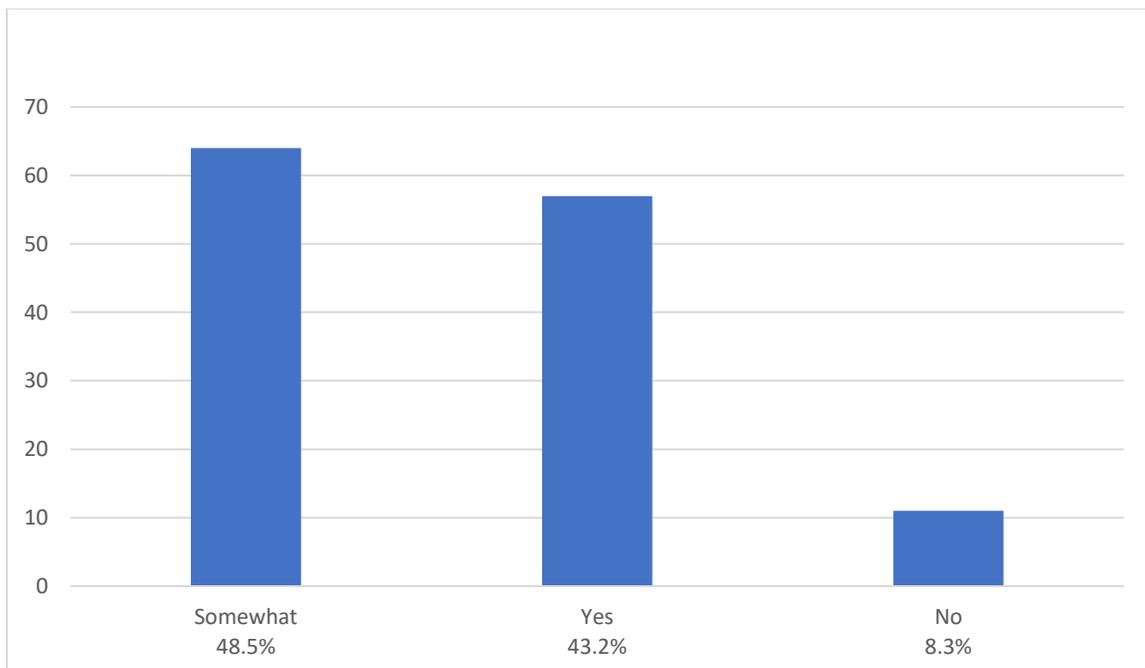
- [Blog](#)
- [Presentation](#)

What we heard

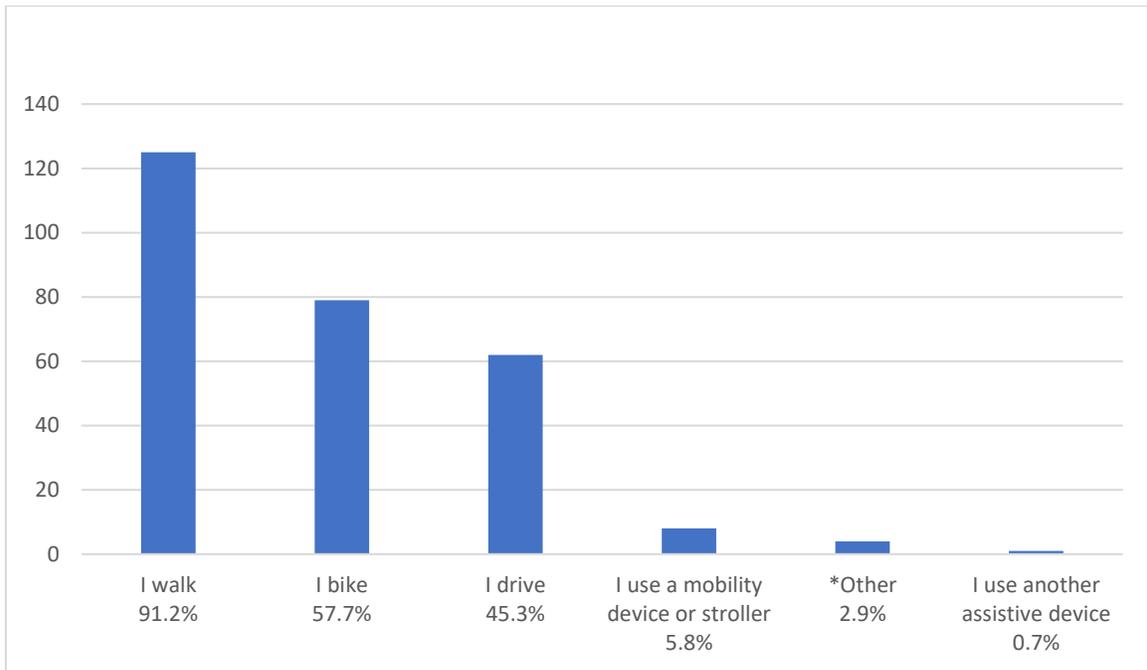
A total of 139 participants responded to the survey. Below are the answers to the multiple-choice questions followed by summaries of general comments provided at the end of the survey. The majority of survey respondents felt these proposed design solutions would fully or partially help to alleviate the issues around illegal parking and driver confusion on Trolley Crescent.

Summary of multiple-choice questions

- 1. Do you feel the suggested design solutions will help to alleviate issues around illegal parking and driver confusion on Trolley Crescent? (132 out of 139 responded)**

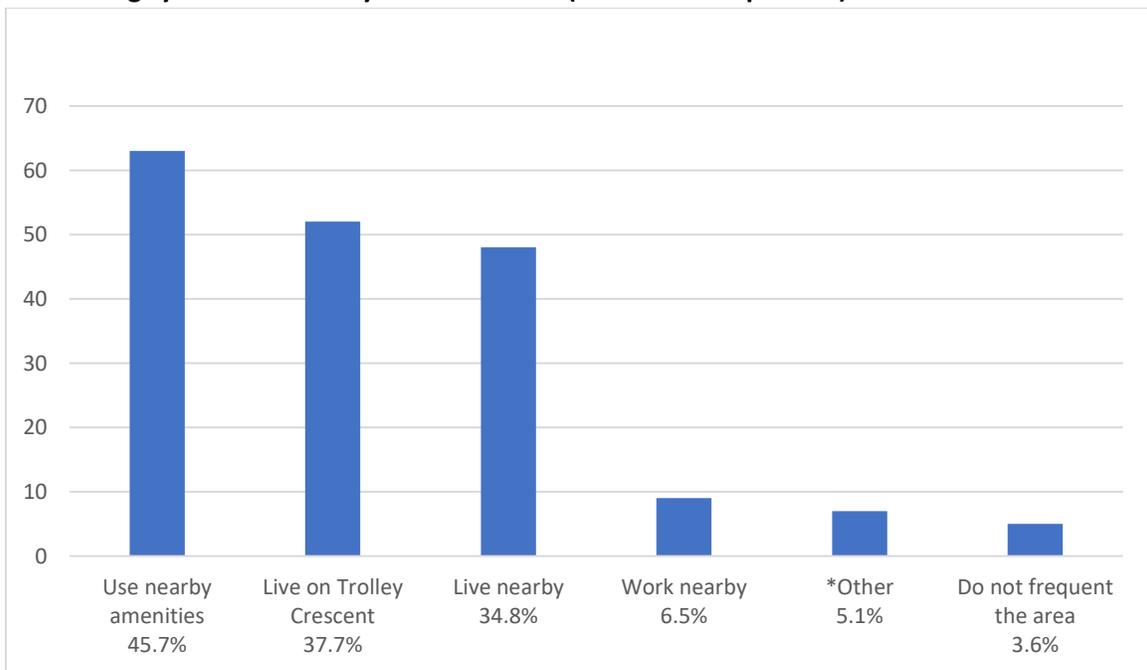


2. How do you move around on Trolley Crescent? Please select all that apply (132 out of 139 responded)



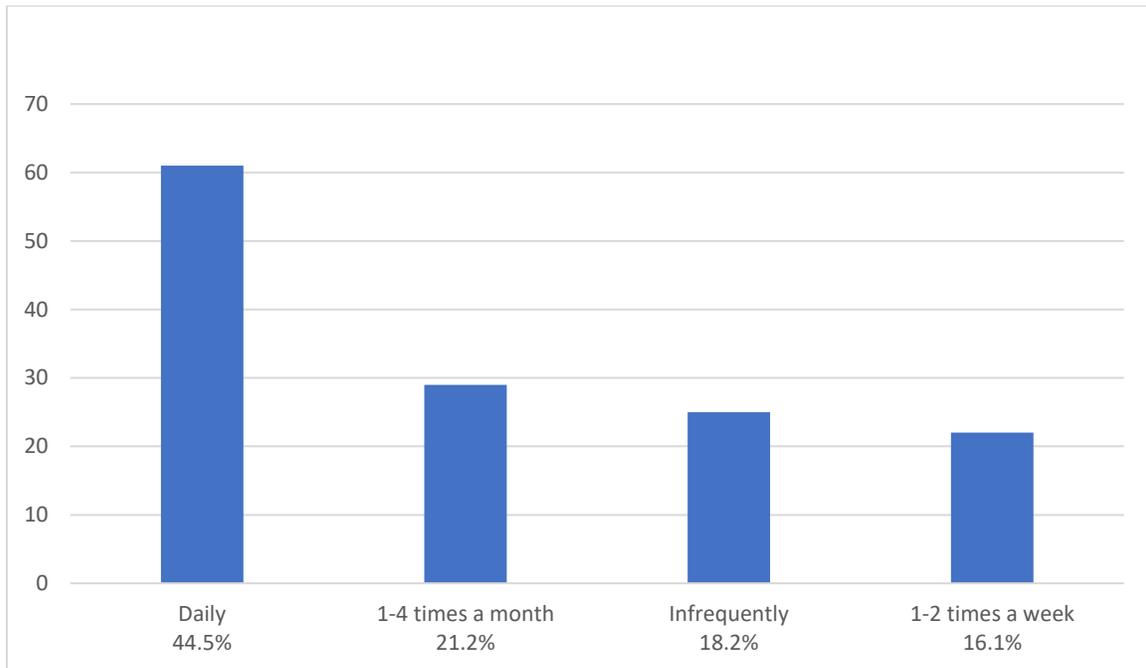
***Other included: skateboard, e-scooter, not a user, I don't use it**

3. What brings you to the Trolley Crescent area? (138 of 139 responded)



***Other included: Underpass Park Farmers' Market, visit nearby buildings, used to live nearby**

4. How often do you use Trolley Crescent? (137 of 139 people responded)



Summary of additional comments

Following are the high-level themes that emerged from the “additional comments” section at the end of the survey. For reference, the full list of comments received via this survey is available [here](#).

Parking Issues

Comments on parking were the most frequently made. Below is a list of consolidated comments, capturing the key points of feedback related to parking.

- More parking enforcement is needed in the area; the proposed design interventions alone won't be a solution
- There is not enough public parking to support visitors to the area, including insufficient paid and street parking options, visitor parking in residential buildings (eg. 32 and 51 Trolley Cres. & 47 Lower River Street), and parking for delivery trucks and tradespeople who are visiting buildings
- Concern that design solutions, such the addition of armourstone, will curb people from parking in certain areas, but might cause them to park illegally in other locations with no other options available
- Not enough space allocated for pick-up and drop-off
- Concern that the parallel parking options along Bayview aren't accessible for people with mobility issues as they require people to navigate the curb present in that area

While most comments conveyed concerns around parking, there were also comments expressing appreciation for addressing the issues on Trolley Crescent.

Design

Below is a list of consolidated comments regarding key points of feedback related to design elements in the proposal.

- Preference for using more green solutions to signal no-parking areas (such as planters, trees, etc.) rather than more signage, gates, bollards
- Preference for removeable bollards instead of a swing gate
- Consider benches, such as those in western part of Underpass Park, instead of armourstone
- Support for additional bike rings
- Desire for more lighting in the area
- Support for keeping cars off grassy (now muddy) strip along the east side of Trolley Crescent, but worry that bollards won't stop them
- Concern that the woonerf concept has not translated well in Toronto, drivers don't understand how the street works and take advantage
- Add signage saying pedestrians have right of way
- Desire to not paint pavers with arrows

Safety

These are the key points that emerged regarding pedestrian and cyclist safety in relation to vehicles.

- Priority must remain for the safety of pedestrians, bicyclists and those with mobility service needs
- Consider traffic calming measures on River Street as well as on Trolley Crescent where drivers don't understand how the street works
- Pedestrians and cyclists don't feel safe—speeding cars and motorcycles are a problem
- Remove cars from Trolley Crescent

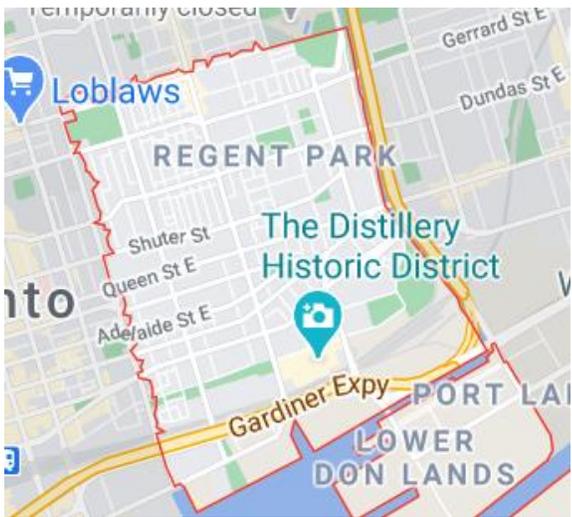
Other

Comments regarding the Underpass Park Farmer's Market and the use of Underpass Park by vehicles emerged in the "additional comments" area of the survey. Key points are included below.

- An ongoing issue is the ability for Underpass Park Farmer's Market vendors to park legally in the area
- Use removeable bollards so that parking can be created for Farmer's Market vendors or create another solution so vendors can easily access the market (the market has been denied a parking permit exemption by the City)
- Solutions are needed to keep motorcycles out of Underpass Park where they do stunt driving and create noise
- Do not make it too difficult for people to access Underpass Park—it's a great community resource

Postal Codes

139 respondents provided the first 3 digits of their postal code and are visible on the map below. 69% of respondents provided an M5A postal code, which includes the Trolley Crescent area.



Outlined area delineates the M5A postal code area

Next Steps

The project team working on the proposed design improvements will review this summary and consider the feedback as plans are finalized. A design update will be shared via a blog on our website and the implementation of design improvements is anticipated to begin in the spring of 2021.