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5 CONSULTATION PROCESS

5.1 INTRODUCTION

Through the City of London’s consultation program, regulatory agencies, the public, property owners, stakeholders and Indigenous communities have had opportunities to review and comment on London’s Bus Rapid Transit (BRT) System project. The opportunities arose from the development of London’s Rapid Transit Master Plan through to the Transit Project Assessment Process (TPAP; O. Reg. 231/08). This chapter provides information on the consultation that was undertaken during both the pre-TPAP planning process, and during the formal TPAP process, including during the pause, up until the Notice of EPR Completion, issued on March 28, 2019.

The consultation record is in Appendix B, providing a full account of consultation undertaken during the pre-TPAP and TPAP phases of the project. Further opportunities for providing input on the project following the publication of this Environmental Project Report (EPR) are identified in Section 5.4.

5.1.1 Overview of Consultation Process

The approach to the consultation process included two objectives:

1. To provide two-way communication between the Project Team and stakeholders, including presenting and receiving information between the parties.
2. To identify issues and concerns throughout the project.

Consultation is an integral component of TPAP and essential to the successful completion of this project. The consultation approach aimed to be inclusive, timely and clear to help build confidence among stakeholders that their participation would have a meaningful impact on decision-making and the outcomes of the study. The Project Team recognizes the expectation of stakeholders that their input will contribute to decision-making.

The requirements of the *Freedom of Information and Protection of Privacy Act* and the *Ontarians with Disabilities Act (AODA)* were met. All Public Information Centre and Open House locations were accessible and all project materials were available in accessible formats upon request.

The consultation process adhered to the following guidelines:

- All reasonable efforts be made to ensure that potentially impacted or interested parties had information available to them;
- All potentially affected or interested parties be provided the opportunity to comment;

- Consultation be transparent and open throughout the documentation and consultation process, and recorded in this EPR so the process can be tracked and understood;
- The consultation process provide opportunity for interested parties to comment on the project at key stages and such comments be addressed in the EPR;
- Comments and concerns identified during the process be considered within the context of the project; and,
- The process be pre-emptive, responding to issues as they emerge through the TPAP process.

In order meet the guidelines, consultation was initiated prior to commencement of TPAP (pre-TPAP), and throughout TPAP. All consultation activities were completed in accordance with O. Reg. 231/08.

The goal of this consultation program was to engage people affected by BRT in a meaningful discussion of challenges and opportunities. The Project Team was committed to a consultation program that achieved the following objectives:

- Facilitate conversations with key regulatory agencies;
- Facilitate dialogue with stakeholder groups and the public;
- Minimize and mitigate impacts to property owners, local businesses and service providers;
- Build trust and accountability within the community;
- Provide for public and regulatory agency involvement in the BRT corridor design process;
- Address and minimize concerns with potential construction and operations related impacts such as traffic management, traffic noise and visual changes;
- Fulfill the duty to consult with interested Indigenous communities;
- Use communication and presentation materials that convey key messages in a way that is understandable and promotes a high degree of discussion on opportunities that will support the quality of life and preservation of the environment; and,
- Maintain an active correspondence and response log with regulatory agencies, utilities, Indigenous communities, stakeholders and members of the public involved in pre-TPAP planning and the TPAP process.

5.1.2 Notification Protocol

A number of communication tools and a variety of methods were used to notify stakeholders of events, provide project updates, and give the opportunity to provide comments during pre-TPAP planning and the TPAP. These included:

- London’s BRT System project website;
- Facebook, Twitter, and Instagram;
- Newsletters;
- Email updates to interested persons who signed up on the project website;
- Mailouts to property owners within a 30 m radius of the project;
- City-wide mailouts;
- Media and news releases;
- Frequently Asked Questions primer;
- Public Information Centre (PIC) and Open House comment forms;
- PIC and Open House Summary Reports;
- Portable billboards along city streets;
- Radio, newspaper and bus shelter advertisements;
- Survey on BRT stop features;
- Notice of TPAP Commencement and Notice of Public Consultation; and,
- Notice of EPR Completion.

5.1.3 Methods of Participation

The public, stakeholders, regulatory agencies, Indigenous communities and other interested parties could get involved in the project in a number of ways:

- Public Information Centres and Open House;
- Transit Tuesdays (drop-in open house sessions);
- Interactive BRT map (www.londonbrtmap.ca);
- Twitter;
- Facebook;
- London’s BRT System Project website;
- Face-to-face meetings;
- Phone calls;
- Presentations and meetings with stakeholders (e.g., Business Improvement Areas and Neighbourhood Associations);

- Attending and viewing display boards at community events; and,
- Contacting the Project Team directly by telephone, email or mail.

At the PIC and Open House sessions, display boards, video loops and presentations (PIC #5 and Open House sessions) were used to provide information about the BRT project. Schematic booklets of the BRT corridors and reference documents of existing conditions within the study area (e.g., natural environment and cultural heritage) were made available. Project Team members (consisting of City, London Transit Commission, and Consultant staff) were available to receive comments and answer questions.

Four formal rounds of public consultation were undertaken:

- Three as part of pre-TPAP (Section 5.2.11);
 - Stops and Streetscape Workshop;
 - Public Information Centre #5 (9 sessions); and,
 - Open House (5 sessions).
- One as part of TPAP (Section 5.3.11)
 - Public Information Centre #6 (2 sessions).

5.2 CONSULTATION DURING THE PRE-PLANNING PHASE OF TPAP

The consultation was undertaken during the pre-planning phase of TPAP to support continued planning of BRT in the corridors that were established in the Rapid Transit Master Plan and approved by City Council. Pre-planning for TPAP was undertaken between September 2017 and June 2018.

The objectives of pre-planning consultation were:

- To provide clear and timely information to stakeholders at key points in the process;
- To continue to seek public and stakeholder input on integrating BRT within communities and near local businesses, while continuing to update and complete a range of technical analyses;
- To collect input and analysis to inform development of alternative design concepts;
- To increase understanding among all audiences of the project timeline;
- To present alternative design concepts for public and stakeholder input;
- To engage at the corridor level with public stakeholders; and,
- To identify impacts and develop mitigation solutions with input from stakeholders.

The pre-TPAP phase included identification of the public, stakeholders, property and business owners, transit riders, and Indigenous communities with an interest in the project, as well as the involvement of regulatory agencies.

Consultation activities included:

- Consultation with the Environmental Assessment and Permissions Branch (formerly the Environmental Assessment and Approvals Branch) at the Ministry of the Environment, Conservation and Parks (MECP);
- Ongoing updates and maintenance of the project website that was created during the London Rapid Transit Master Plan process;
- Preparation of a project mailing list (Section 5.2.2);
- Stops and Streetscapes Workshop held on November 15, 2017, to gather feedback on stop amenities, streetscape designs, and accessibility features;
- Public Information Centre #5 (the preceding PICs were held during the development of the Rapid Transit Master Plan). A total of nine PIC sessions were held on December 9, 12, 13, and 14, 2017, and January 24, 2018, to present the BRT corridor design options;
- Five Open Houses on February 28 and March 1 and 3, 2018, to present the Project Team's recommended design options;
- Engagement with Indigenous communities identified as having a potential interest in the project;
- Meetings with the Rapid Transit Implementation Working Group, Technical Agencies Group, Municipal Advisory Group, Community Stakeholder Group, Emergency Services Group, property owners, and stakeholders; and,
- Circulating draft Technical Reports and the draft EPR to technical agencies, the Upper Thames River Conservation Authority, Indigenous communities, and other stakeholders.

- Association of Iroquois & Allied Indians
- Union of Ontario Indians
- Walpole Island First Nation
- Oneida Nation of the Thames
- Chippewas of the Thames First Nation
- Munsee-Delaware Nation
- Kettle and Stony Point First Nation
- Aamjiwnaang First Nation
- Six Nations of the Grand River Territory
- Haudenosaunee Development Institute
- Haudenosaunee Six Nations Confederacy Council, Haudenosaunee Resource Centre
- Mississaugas of New Credit First Nation
- Caldwell First Nation
- London District Chiefs Council
- Moravian of the Thames

5.2.1 Consultation with the Environmental Assessment and Permissions Branch of the Ministry of the Environment, Conservation and Parks

As required under O. Reg. 231/08, the City of London sent a letter to the Environmental Assessment and Permissions Branch at the Ministry of the Environment, Conservation and Parks (formally the Ministry of the Environment and Climate Change), on September 12, 2017, requesting assistance in identifying Indigenous communities which may have an interest in the BRT project. On September 18, 2017, MECP sent a list of Indigenous communities (via email). This correspondence is provided in Appendix B-1. The list of communities was compared with the contact list developed during the Rapid Transit Master Plan and was confirmed the Indigenous communities identified by MECP were captured. The following Indigenous communities are on the contact list:

5.2.2 Project Mailing List

A project mailing list (located in Appendix B-2 and excluding members of the public) was compiled during the development of the Rapid Transit Master Plan and was updated continuously throughout pre-TPAP.

The project mailing list included the following:

- The Director of the Environmental Assessment and Permissions Branch at the MECP;
- Indigenous communities including those identified through consultation with MECP (Appendix B-8);
- Property owners within a 30 m radius of the study area;
- Local municipalities (Middlesex County, Municipality of Thames Centre);
- Upper Thames River Conservation Authority;
- Applicable regulatory agencies, in accordance with Schedule 2 of O. Reg. 231/08; and,

- Other people, groups or organizations which may have an interest in the BRT project (e.g., Business Improvement Areas, Neighborhood Associations).

The project mailing list was continually updated in response to project feedback and stakeholder interest, and was used for the distribution of BRT project-related notices throughout the pre-TPAP and TPAP phases. As comments from the public, stakeholders, regulatory agencies, the local conservation authority, local municipalities and Indigenous communities were received, comment summary tables were used to track correspondence to ensure comments were considered and incorporated into the decision-making process. The comment summary tables for pre-TPAP are in Appendices B-7 (Public), B-8 (Indigenous Communities), and Appendix B-9 (Agency and Utilities).

5.2.3 Rapid Transit Implementation Working Group

The Rapid Transit Implementation Working Group (RTIWG) was formed in Spring 2016 during the development of the Rapid Transit Master Plan and comprises representatives from City Council and the London Transit Commission (LTC). The purpose of the RTIWG is to advise Council on matters related to the planning and design of the BRT system. Meeting materials are in Appendix B-10. Meeting dates during pre-TPAP and a summary of items discussed are in Exhibit 5-1.

Exhibit 5-1: Rapid Transit Implementation Working Group Meetings

Date	Summary of Items Discussed
September 14, 2017	<ul style="list-style-type: none"> • Overview of the BRT project (including the Rapid Transit Master Plan) and what to expect during TPAP • Review of project planning documents for the next phase of the study
October 12, 2017	<ul style="list-style-type: none"> • Consultation update • Technical work update • LTC Rapid Transit integration • Next steps in the process
November 9, 2017	<ul style="list-style-type: none"> • Consultation update • Technical work update • PIC focus area preview – Richmond North • Next steps in the process
December 6, 2017	<ul style="list-style-type: none"> • Status of study process • Consultation activities to date • PIC #5 format and information to be presented
February 8, 2018	<ul style="list-style-type: none"> • Summary of PIC #5 • Next steps for TPAP • BRT expert panel discussion on resolving BRT specific design and operation challenges in other municipalities
March 8, 2018	<ul style="list-style-type: none"> • Purpose of Open House • BRT timeline • What is BRT (including BRT vehicle specifications) • Summary of recent public consultation • Rapid Transit stop design • Recommended design for the north, east, south, west corridors and Downtown

5.2.4 Technical Agencies Group

The Technical Agencies Group (TAG) was formed in Fall 2017. Agencies (from provincial, regional and local levels) invited to attend TAG included those with approvals and/or a direct technical interest in the BRT project. Representative technical agencies include:

- Ministry of the Environment, Conservation and Parks;
- Ministry of Indigenous Relations and Reconciliation;
- Ministry of Transportation (MTO);
- Ministry of Natural Resources and Forestry (MNRF);
- Ministry of Tourism, Culture and Sport;
- Upper Thames River Conservation Authority (UTRCA);
- Thames Emergency Medical Services;
- Middlesex-London Health Unit;
- Middlesex-London Emergency Services;
- London Police Service;
- London Fire Department;
- London District Energy;
- London Hydro;
- Hydro One Networks Inc;
- Union Gas Limited;
- Allstream/Zayo;
- Sun Canadian Pipe Line;
- CN Rail;
- CP Rail;
- Rogers Communications;
- Start Communications;
- Telus; and,
- Bell Canada.

At each meeting, the Project Team provided an overview of the BRT project status, reviewed preliminary plans and discussed issues of importance or concern with TAG.

Meeting minutes and materials are in Appendix B-11. Meeting dates, participating TAG representatives and a summary of items discussed are in Exhibit 5-2.

Exhibit 5-2: Technical Agencies Group Meetings

Date	Attendees	Summary of Items Discussed
October 5, 2017	Bell Canada; GEXR; Hydro One; London Hydro; London Police; Middlesex-London EMS; Middlesex-London Health Unit; MTO; MNRF; Rogers; Start Communications; Telus; Union Gas; UTRCA	<ul style="list-style-type: none"> • Overview of the project, including information on Shift and the approved Bus Rapid Transit network • Role of TAG • Review of Rapid Transit Master Plan concept drawings • Discussion of comments and concerns
November 22, 2017	MTO; Rogers; Union Gas; UTRCA	<ul style="list-style-type: none"> • Overview of Focus Areas • Discussion of comments and concerns
February 12, 2018	Bell Canada; Hydro One; London Hydro; London District Energy; Start Communications; Rogers; Union Gas	<ul style="list-style-type: none"> • Project update highlighting preliminary preferred design options • Discussion of utility relocation process • Overview of implementation of Rapid Transit in other municipalities
March 1, 2018	London District Energy; London Hydro; Middlesex-London EMS; MTO; Rogers; Start Communications; Union Gas; UTRCA	<ul style="list-style-type: none"> • Project update highlighting the preliminary design recommended by the Project Team • Discussion of cost estimates for utility relocation • Utility corridor needs

5.2.5 Municipal Advisory Group

The Municipal Advisory Group (MAG) was formed in Fall 2017. MAG comprises the following City of London Advisory Committees:

- Accessibility Advisory Committee;
- Advisory Committee on the Environment;
- Community Safety and Crime Prevention Advisory Committee;
- Cycling Advisory Committee;
- Diversity Inclusion and Anti-Oppression Advisory Committee;
- Environmental and Ecological Planning Advisory Committee;
- London Advisory Committee on Heritage;
- Transportation Advisory Committee; and,
- Trees and Forests Advisory Committee.

At each meeting, the Project Team provided an overview of the BRT project status, reviewed preliminary plans and discussed issues of importance or concern with MAG. Meeting minutes and materials are in Appendix B-12. Meeting dates, and a summary of items discussed are in Exhibit 5-3.

Exhibit 5-3: Municipal Advisory Group Meetings

Date	Summary of Items Discussed
October 3, 2017	<ul style="list-style-type: none"> • Overview of the project, including information on Shift and the approved Bus Rapid Transit network • Role of the MAG • Review of RTMP concept drawings • Discussion and questions: <ul style="list-style-type: none"> – Purpose of BRT; – Branding; – Timeline of archaeological studies; – Natural environment studies; – Consultation to be undertaken; – Design of BRT lanes; – Design of BRT platforms; and Cycling facilities.

Date	Summary of Items Discussed
November 21, 2017	<ul style="list-style-type: none"> • Study progress • Stakeholder consultation • Key focus area design updates • Discussion and questions: <ul style="list-style-type: none"> – Types of technical studies being undertaken; – Impacts to natural environment; – Routing service for LTC; – Pedestrian access of BRT platforms; and – Impacts on traffic.
March 1, 2018	<ul style="list-style-type: none"> • Update on the BRT project and highlights of the recommended preliminary design; • Discussion and questions: <ul style="list-style-type: none"> – Input of heritage interest groups on stop design; – Height of BRT platforms; – Timeframe of stop construction; – Local transit travel lanes; – Lane reductions on Richmond Street and BRT operations; – Active transportation along the BRT corridors; and – Pedestrian and cyclist priority signals.

5.2.6 Community Stakeholders Group

The Community Stakeholders Group (CSG) was formed in Fall 2017. The CSG consists of representatives from major property owners in the area and includes:

- Brescia University College;
- Citi Plaza;
- Conseil Scolaire Providence;
- Conseil Scolaire Viamonde;
- Fanshawe College;
- Huron University College;
- King's University College;
- London Catholic District School Board;
- London Health Sciences Centre;
- Masonville Place;
- St. Joseph's Health Care;
- Thames Valley District School Board;
- Western University; and,
- White Oaks Mall.

At each meeting, the Project Team provided an overview of the BRT project status, reviewed preliminary plans and discussed issues of importance or concern with the CSG. Meeting minutes and materials are in Appendix B-13. Meeting dates, and a summary of items discussed are in Exhibit 5-4.

Exhibit 5-4: Community Stakeholders Group Meetings

Date	Summary of Items Discussed
October 3, 2017	<ul style="list-style-type: none"> • Overview of the project, including information on Shift and the approved BRT network • Role of CSG • Review of RTMP concept drawings • Discussion and questions: <ul style="list-style-type: none"> – LTC ridership numbers; – Integrating BRT with LTC; – Accessibility; – Maintenance; – Platform design; and – Park-and-ride.
November 21, 2017	<ul style="list-style-type: none"> • Study progress • Consultation update; • BRT corridor design update; • Discussion and questions: <ul style="list-style-type: none"> – Traffic studies; – Impacts to the natural environment; – Delivery zones in the BRT corridors; – Funding for BRT; – Impacts to businesses; and – Cycling lanes.
March 2, 2018	<ul style="list-style-type: none"> • Study progress • Review of technically preferred design for key focus areas of BRT network

5.2.7 Emergency Services

Meetings were held with London Police Services, London Fire Department and Middlesex-London Emergency Medical Services and London Emergency Management Division to discuss impacts and mitigation measures concerning emergency services. Meeting minutes and materials are in Appendix B-14. Meeting dates, and a summary of items discussed are in Exhibit 5-5.

Exhibit 5-5: Emergency Services Group Meetings

Date	Summary of Items Discussed
October 4, 2017	<ul style="list-style-type: none"> • Overview of the project, including information on Shift and the BRT network • Discussion and questions: <ul style="list-style-type: none"> – Transit signal priority impacts on Opticom; – Traffic calming and impacts on emergency vehicles; and – Emergency access.
November 22, 2018	<ul style="list-style-type: none"> • Overview of Focus Areas • Discussion of comments and concerns
March 2, 2018	<ul style="list-style-type: none"> • Study progress • Review of technically preferred design for key focus areas of BRT network

Exhibit 5-6: Summary of Meetings with Regulatory Agencies and Utilities

Date	Agency/Utility
October 31, 2017	Union Gas
November 20, 2017	Upper Thames River Conservation Authority
November 21, 2017	Ministry of Natural Resources and Forestry
January 15, 2018	Union Gas
January 30, 2018	Bell
February 9, 2018	Ontario Provincial Police
February 12, 2018	Hydro One
February 23, 2018	Upper Thames River Conservation Authority
April 4, 2018	Hydro One

5.2.8 Technical Agencies, Local Municipalities and Utilities Correspondence

Written and verbal correspondence was received from regulatory agencies, local municipalities and utilities including:

- Canada Post;
- Ministry of Environment, Conservation and Parks;
- Ministry of Tourism, Culture and Sport;
- Middlesex County;
- Thames Centre;
- London Hydro;
- Hydro One;
- Union Gas; and,
- Upper Thames River Conservation Authority.

A full record of correspondence is in the Consultation Report in Appendix B. Meetings held with technical agencies and utilities are in Exhibit 5-6.

5.2.9 Indigenous Communities Engagement

As discussed in Section 5.2.1, the City of London sent a letter to the Environmental Assessment and Permissions Branch at the MECP requesting assistance in identifying Indigenous communities which may have an interest in the BRT project.

The City of London engaged Indigenous communities identified as having a potential interest in the BRT project by written correspondence, as well as by phone and in-person meetings. Written correspondence was delivered through Canada Post mail or email. Indigenous communities contacted during pre-TPAP, as well as dates of contact, are listed in Exhibit 5-7. Phone calls and emails were placed to the Indigenous communities to confirm each community was aware of the BRT project, assess the level of interest in the BRT project and arrange a meeting with the City of London.

Four meetings were held during pre-TPAP: two with Chippewas of the Thames First Nation, one with Walpole Island First Nation, and one with Aamjiwnaang First Nation. All Indigenous community correspondence is in Appendix B-8. A summary of key themes are:

- Confirmation of awareness of the BRT project;
- Contact for correspondence; and,
- Interest in meeting with the City.

Exhibit 5-7: List of Indigenous Communities Contacted during Pre-TPAP

Indigenous Community	Notice of Pic #5	Notice of Open House	Meeting with City of London
Aamjiwnaang First Nation	November 24, 2017 January 8, 2018	February 15, 2018	June 5, 2018
Association of Iroquois & Allied Indians	November 24, 2017 January 8, 2018	February 15, 2018	
Chippewas of the Thames First Nation	November 24, 2017 January 8, 2018	February 15, 2018	October 16, 2017 February 13, 2018
Haudenosaunee Development Institute	November 24, 2017 January 8, 2018	February 15, 2018	
Haudenosaunee Six Nations Confederacy Council, Haudenosaunee Resource Centre	November 24, 2017 January 8, 2018	February 15, 2018	
Kettle and Stony Point First Nation	November 24, 2017 January 8, 2018	February 15, 2018	
London District Chiefs Council	November 24, 2017 January 8, 2018	February 15, 2018	
Mississaugas of New Credit First Nation	November 24, 2017 January 8, 2018	February 15, 2018	
Moravian of the Thames First Nation	November 24, 2017 January 8, 2018	February 15, 2018	
Munsee-Delaware Nation	November 24, 2017 January 8, 2018	February 15, 2018	
Oneida Nation of the Thames	November 24, 2017 January 8, 2018	February 15, 2018	
Six Nations of the Grand River	November 24, 2017 January 8, 2018	February 15, 2018	
Union of Ontario Indians	November 24, 2017 January 8, 2018	February 15, 2018	
Walpole Island First Nation	November 24, 2017 January 8, 2018	February 15, 2018	January 19, 2018

5.2.10 Summary of General Events

The London BRT Project Team actively reached out to stakeholders by attending various community organized events. Staff members were available to answer questions and provide information through display boards, comment sheets and brochures. At most of the events there was a presentation followed by a question and answer period. See Exhibit 5-8 for a list of events.

Exhibit 5-8: Summary of Community Organized Events attended by Rapid Transit Implementation Office Staff

Date	Meeting
October 18, 2017	Ward 5 meeting
October 23, 2017	Ward 6 meeting
October 24, 2017	London District Heavy Construction Association
November 7, 2017	Heritage Workshop for BRT
November 7, 2017	London Bridge Network Event
November 16, 2017	Downtown BIA Board Meeting
November 16, 2017	St. George-Grosvenor Neighbourhood Association
November 24, 2017	Booth at UCS Local Advocacy Week
November 30, 2017	LTC Public Information Centre
January 23, 2018	Urban League of London Civic Engagement Fair
January 26-28, 2018	2018 Lifestyle and Home Show
February 10, 2018	Ward 2 transit meeting
February 21, 2018	Argyle Community Association BRT Info Session
February 26, 2018	Ward 9 BRT Info Session

5.2.11 Summary of Project Consultation with the Public

Stops and Streetscapes Workshop

The Stops and Streetscapes Workshop was held on November 15, 2017, at the Central Library at 251 Dundas Street. The purpose of the workshop was for the public to share ideas about BRT stops and streetscape including:

- Heritage and Culture;
- Stop features (both curbside and centre-running BRT);
- Safety and security;

- Accessibility; and,
- Streetscape design (in both the Downtown and on a typical street).

The workshop was a drop-in format where members of the Project Team were available to answer questions and address concerns. There were a number of interactive display boards for the public to engage in and they were arranged by theme in a series of booths. A summary of comments on each booth is in Exhibit 5-9.

Exhibit 5-9: Summary of Public Comments on BRT Stops and Streetscape

Topic	Key Findings
Heritage and Transit Shelter Platform <i>The Heritage Booth invited the public to comment on heritage elements and how they could be incorporated into the Rapid Transit shelters/platforms.</i>	<ul style="list-style-type: none"> • Heritage should be reflected in the design/form of the shelter. • Shelters should be designed to withstand natural elements, vandalism, and to provide comfort. • Stop design should include unique artwork that is reflective of the location (neighbourhood) of the shelter. • Design of form of shelter should “feel like London”.
Heritage Elements <i>Comments were received concerning significant physical elements that express the heritage of an area around the BRT network.</i>	<ul style="list-style-type: none"> • Consult archives when using images to highlight London’s past. • Incorporate landmarks and architecture that are unique to London. • Look to local heritage architecture, such as windows (e.g., keyhole, stained glass), gables and doorways characteristic of London. • Incorporate historical maps.
Heritage Stories <i>Comments were received concerning the stories, memories and events that should be commemorated along the BRT network.</i>	<ul style="list-style-type: none"> • Historical London figures should be commemorated (e.g., Jack Chambers, Alice Munro), as well as historical events/groups (e.g., Memorial Cup, Garrison), and medical advancements (e.g., Banting). • The extensive literature on London’s history should be consulted when integrating heritage into design of stops. • Highlight former places (e.g., London Street Railway). • Each stop location has local stories to consider incorporating.
Stop Features - Curbside <i>Attendees were asked to comment on what designers should consider for each of the elements of the transit stop.</i>	<ul style="list-style-type: none"> • Shelters should protect from the elements (e.g., wind, rain, snow). • Stops should include:

Topic	Key Findings
<i>They were asked to comment on both curb-side and centre platform stop features.</i>	<ul style="list-style-type: none"> – Bike racks, waste/recycling receptacles, and the platform should be distinguishable from the sidewalk. – Lighting as a safety feature (lighting could run on sensors and use environmentally friendly energy sources, such as solar). – Emergency intercoms. – Wayfinding signage, route information and durable materials. – Accessibility features, such as braille, tactile materials and audio information for next bus. • Off-board fare collection and vending.
Stop Features – Centre-running <i>Attendees were asked to comment on what designers should consider for each of the elements of the transit stop. They were asked to comment on both curb-side and centre platform stop features.</i>	<ul style="list-style-type: none"> • Platforms should be visually distinct from sidewalk and road treatment. • Shelters should protect from the elements • Stops should include: Accessibility features such as braille, ramps, and (continuous, non-stop) railings, audio messages, and high benches. <ul style="list-style-type: none"> – Safety features such as emergency intercom. – Off-board fare collection and vending. – Bike racks and other secure bike parking facilities. • Waste/recycling receptacles.
Safety and Security <i>Attendees were asked to comment on what elements make them feel most safe at a transit stop.</i>	<ul style="list-style-type: none"> • Crosswalks to access platforms, accessible features, enough crossing time. • Security cameras monitored and call buttons. • Transparent materials and well-lit areas; not too much light near residential areas.
Accessibility <i>Attendees were asked to comment on accessibility features depicted at this booth.</i>	<p>Comments on the accessibility features included:</p> <ul style="list-style-type: none"> • Provide uninterrupted railings. • Ensure adequate space for wheelchairs and walkers. • Open span of bench.
Streetscape – Downtown <i>Attendees provided comments on elements the designers</i>	<ul style="list-style-type: none"> • Have trees/gardens/plants • Incorporate wider sidewalks

Topic	Key Findings
<i>should consider for streetscape, with focus on a typical BRT corridor and downtown corridor.</i>	<ul style="list-style-type: none"> Integrate bike lanes with transit / separate bike lanes from traffic. Reinforce unique community identity for each place on corridors.
Streetscape – Typical <i>Attendees provided comments on elements the designers should consider for streetscape, with focus on a typical BRT corridor and downtown corridor.</i>	<ul style="list-style-type: none"> Have trees, local plant species, sprinklers or rain gardens. Preserve as many trees as possible, and plant more. Pedestrian friendly, indestructible elements (e.g., wide sidewalks, crossing time at lights), comfortable seating. Incorporate separated / protected bike lanes. Use materials that are accessible (e.g., brick pavers are a disability hazard). Ensure adequate lighting that is appropriate or the neighbourhood. Reinforce unique community identity for each place on corridors.

Attendees were surveyed regarding the top three features to be included in a BRT stop. The top three features, as voted by 45 responses, were:

- 1) Bus arrival information (58%);
- 2) Fully enclosed shelter (47%); and,
- 3) Connecting bus arrival information (42%).

Approximately 93 individuals attended the workshop. A Summary Report of the workshop and all comments received are in Appendix B-4.

Public Information Centre #5

For Public Information Centre #5 (the preceding PICs were held during the development of the London Rapid Transit Master Plan), a total of nine PIC sessions were held in December 2017 and January 2018. The dates and locations of the PICs are in Exhibit 5-10. Each PIC event was hosted as a drop-in open house, with a formal presentation and question and answer period scheduled during the second hour of the event. The presentation was filmed and can be found on the project website (https://www.shiftlondon.ca/public_information_centre_materials).

Exhibit 5-10: PIC #5 Meeting Dates and Locations

Date	Time	Location
December 9, 2017	9:00am – 12:00pm	Central Library, 251 Dundas Street
December 9, 2017	1:30pm – 4:30pm	Central Library, 251 Dundas Street
December 12, 2017	2:00pm – 6:00pm	Aeolian Hall, 795 Dundas Street
December 13, 2017	5:30pm – 8:30pm	Oakridge Secondary School, 1040 Oxford Street West
December 13, 2017	6:00pm – 9:00pm	Ivey Spencer Leadership Centre, 551 Windermere Road
December 14, 2017	11am – 2:00pm	Central Library, 251 Dundas Street
December 14, 2017	5:00pm – 8:00pm	Four Points by Sheraton, 1150 Wellington Road South
January 24, 2018	11:00am – 2:00pm	Central Library, 251 Dundas Street
January 24, 2018	4:00pm – 7:00pm	Central Library, 251 Dundas Street

The purpose of PIC #5 was to obtain public feedback to aid in the evaluation of the BRT corridor design options for the nine focus areas identified in the RTMP, plus the turnarounds for the north and west route ends:

- Western University;
- Richmond Street North;
- Richmond Row;
- Downtown;
- Forks of the Thames;
- Wellington South;
- Old East Village;
- South Turnaround and Park-and-Ride;
- East Turnaround – Fanshawe College;
- Oxford Street West from Platt’s Lane to Wharncliffe Road: and,
- North Turnaround – Masonville Place; and West Turnaround – Capulet Lane.

Additional information presented included:

- TPAP process;

- What is BRT;
- Changes in traffic circulation;
- Centre-running versus curbrunning BRT;
- Natural environment existing conditions; and,
- Cultural Heritage existing conditions.

A number of comments and questions were raised at the PIC. Of the feedback received, recurring themes included:

- The presentation was well-done and informative;
- Varying opinions were expressed on centre-running verses curbside running BRT; and,
- Concern regarding potential that BRT may become obsolete.

Recurring questions answered at the PIC included:

- How local service will integrate with BRT to improve local transit service citywide;
- How dedicated transit lanes will improve emergency services response times and improve snow removal;
- How bike lanes will integrate with Rapid Transit;
- How property negotiations will occur;
- When construction will occur;
- How CPR crossing delays will be mitigated; and,
- How the project will provide no net loss to tree canopy and improve streetscape.

A total of 555 individuals signed in at the December PIC events and a total of 234 signed in at the two PIC events held on January 24, 2018. Comment sheets and a survey about BRT stop features were provided to the attendees. A Summary Report for all of the PICs and all comments received are in Appendix B-5.

The Project Team received 234 surveys during the December PIC events. Overall, 21% of respondents identified bus arrival information, 19% identified connecting bus arrival information, and 16% identified a fully enclosed shelter as the top three most important stop features. The two least popular features were the leaning bar and the charging station for mobile devices, which were both only identified as an important feature by 2% of respondents. At the January PIC events, 91 surveys were submitted. For the top three features, 21% of respondents identified bus arrival information, 20% identified connecting bus arrival information, and 13% identified a fully enclosed shelter.

Open House

A total of five Open Houses were held in February and March 2018. The dates and locations of the Open Houses are in Exhibit 5-11. Each event was hosted as a drop-in format, with a formal presentation and question and answer period scheduled during the second hour of the event.

Exhibit 5-11: Open House Meeting Dates and Locations

Date	Time	Location
February 28, 2018	11:00am – 2:00pm	Central Library, 251 Dundas Street
February 28, 2018	5:30pm – 8:30pm	Oakridge Secondary School, 1040 Oxford Street West
March 1, 2018	5:00pm – 8:00pm	Western University, London Hall, 1140 Western Road
March 3, 2018	9:00am – 12:00pm	Redeemer Evangelical Lutheran Church, 1 Frank Place
March 3, 2018	3:00pm – 6:00pm	Fanshawe College, H1013 Cafeteria, 1001 Fanshawe College Boulevard

The purpose of the Open Houses was to obtain feedback from the public on the recommended preferred designs of the BRT corridors for the same focus areas as PIC #5.

Additional information presented included:

- BRT stop (layout and design);
- Cycling facilities; and,
- Technical studies (e.g., natural environment, cultural heritage and archaeology).

Overall, the feedback received over the comment period showed that the public approved of the proposed shelter design and supported the decision to implement centre-running transit lanes and explore options for a park-and-ride south of Exeter Road. Concerns were raised over potential impacts to cultural heritage features, street trees and increases in traffic.

Recurring questions included:

- How will BRT impact property taxes;
- How will BRT impact my local transit service;
- How the recommended design will manage reducing one lane of general traffic land;
- How will the dedicated transit lanes impact emergency services/snow removal;
- How will local transit be integrated; and,

- What will be done to mitigate delays at the CPR crossing.

A total of 496 individuals signed in at the Open Houses. Comment sheets were provided to the attendees. A Summary Report for all of the Open Houses and all comments received can be found in Appendix B-6.

5.2.12 Public and Property Owner Correspondence

Comments were received from the public and property owners through the dedicated email address (shift@london.ca), the Rapid Transit Project Director, and City of London elected officials. These comments do not include those submitted from the public meetings described in the preceding sections. Key themes based on a review of the comments received include:

- Property impacts;
- Rail crossing on Richmond Street and impact on BRT schedule;
- Traffic impacts (on both the BRT corridors and surrounding neighbourhoods);
- U-turns;
- Changes to driveway access;
- Traffic signals;
- BRT schedule (including start/stop times and frequency);
- BRT construction schedule and implementation;
- Suggestions for future BRT corridors;
- Location of BRT stops;
- Cycling connections;
- Impacts on cultural heritage and the natural environment;
- Integration of current LTC services with BRT;
- Impacts on local businesses; and,
- Concerns about removal of on-street parking.

A public consultation summary table is in Appendix B-7, summarizing comments received and Project Team responses.

5.2.13 Agency Review of Draft Technical Reports and Draft Environmental Project Report

The draft EPR and all supporting technical studies were available on the project website from Friday, April 13, 2018 in advance of a presentation to London City Council on April 24, 2018.

The complete draft EPR was provided to MECP on April 30, 2018 for technical review prior to initiating TPAP.

All agencies and stakeholders on the project mailing list were invited to review and comment on the draft EPR and supporting technical studies via the Notice of TPAP Commencement. Exhibit 5-12 lists the agencies that provided comments prior to September 27, 2018. Comments received on the draft technical reports and draft EPR are compiled in Appendix B-30.

Exhibit 5-12: Review of Draft EPR and Supporting Technical Reports and Comments Received

Agency	Air Quality	Stage 1-2 Archaeological Assessment	Cultural Heritage Screening Report	Stormwater Management Report	Environmental Impact Study	Noise And Vibration Report	Geotechnical Investigation	Traffic Analysis	Consultation	Draft Environmental Project Report	Comments Received
MECP	X			X	X	X				X	Environmental Project Report Air Quality Assessment Noise and Vibration Assessment Stormwater Quality and Quantity Control Report
MNRF					X					X	Environmental Project Report Environmental Impact Study Report
MTCS		X	X							X	Environmental Project Report Stage 1-2 Assessment Cultural Heritage Screening Report
UTRCA	X			X	X		X			X	Environmental Project Report Stormwater Quality and Quantity Control Report Geotechnical Assessment Report

5.2.14 Areas of Preliminary Engineering Design influenced by public, stakeholder and agency consultation during pre-TPAP planning

The project team used public and stakeholder feedback to develop the preliminary engineering design. This includes input on the options presented at PIC #5 as well as additional feedback received:

- Working closely with private landowners to develop design of transit terminals: Fanshawe College, Western University, Brescia College, Huron College, and Masonville Place;
- Adding a stop at Capulet Lane to better serve high density residential to the north of Oxford Street, west of Wonderland Road;
- Adding a stop at Richmond Street and Victoria Street to improve BRT stop spacing;
- Extending the multi-use path on Wellington Road from Commissioners to Base Line Road in response to cycling groups;
- Modifying the bridge widening of Medway Creek to the east to avoid naturally sensitive areas to the west in response to the Environmental and Ecological Planning Advisory Committee;
- Adding a second eastbound lane on King Street from a hotel to Colborne Street to address traffic operations concerns of local businesses;
- Adding parking on Richmond Street, west side, south of the rail crossing, in response to business concerns;
- A wider boulevard/sidewalk in front of the place of worship Oxford Street West near Platt's Lane, to accommodate the large number of people who congregate outside;
- Residential Building – adding a loading area on King Street, south side, near Ridout Street, for tenants and businesses in the building;
- CitiPlaza – adding a loading area on King Street, south side, near Clarence Street, for trucks serving mall tenants, and refined access to mall underground loading area;
- Adding parking on Clarence Street and Angel Street, and southbound right turn lane added at Dufferin Street, to address concerns of churches and businesses for parking and access;
- Provision of turning lanes on Clarence Street at Dufferin to address traffic operations concerns of a business. In addition the Project Team will work with owner to provide new access to employee parking; and
- Will conduct additional Stage 2 Archaeology work to determine potential for archaeological resources around cemeteries, not typically done for TPAP, in response to the London Advisory Committee on Heritage.

5.3 CONSULTATION DURING THE TRANSIT PROJECT ASSESSMENT PROCESS

Consultation during the TPAP began on June 7, 2018 when the Notice of TPAP Commencement was issued. As per O. Reg 231/08, consultation with persons with a potential interest in BRT is required to:

- Identify, notify and inform persons, including those potentially affected by BRT;
- Respond to comments/concerns of interested persons, including adjacent property owners and those who may be impacted by BRT; and,
- Identify and assess potential environmental impacts of BRT.

This section summarizes the consultation undertaken during the TPAP. The Consultation Report can be found in Appendix B.

5.3.1 Project Mailing List

The initial project mailing list compiled during the development of the Rapid Transit Master Plan and updated continuously throughout pre-TPAP was used for the TPAP and updated to include contacts for any correspondence received throughout the TPAP phase. This list was used for distribution of notices during the TPAP and to track correspondence throughout the project. A copy of this Contact List is provided in Appendix B-15.

5.3.2 Notice of TPAP Commencement and Notice of Public Consultation

The Notice of TPAP Commencement and Notice of Public Consultation was advertised in The Londoner on June 7 and 14, 2018. The notice provided details on the BRT project, the TPAP process and consultation opportunities, including Public Information Centre #6 and Transit Tuesday open house events. The notice also included a link to the website (www.londonbrt.ca) where the draft EPR was available for viewing. The notice can be found in Appendix B-16.

The notice was posted on the project website, mailed to those on the Project Mailing List, Indigenous Communities, property owners within a 30 m radius of the study area, and emailed to those on the public email list. Other notice dates are summarized in Exhibit 5-13.

Exhibit 5-13: Notice of TPAP Commencement Distribution

DATE	METHOD OF NOTIFICATION
June 4, 2018	Direct mail to 88 technical agencies and stakeholders on the Project Mailing List
June 4, 2018	Direct mail to 14 Indigenous communities
June 5, 2018	Direct mail to 184 directly affected property owners
June 5, 2018	Direct mail to 2,916 property owners within a 30-metre radius of the project
June 7 and 14, 2018	Publication in the local newspaper “The Londoner”
June 7, 2018	Email to Technical Advisory Group
June 7, 2018	Email to Community Stakeholder Group
June 7, 2018	Email to Municipal Advisory Group
June 7, 2018	Email to Emergency Services Group
June 7, 2018	Posted to the project website and social media channels
June 7, 2018	Email to 4,038 individuals on the Project Mailing List
June 13, 2018	Brochure distributed to all households, apartment units and businesses across the City of London

5.3.3 Rapid Transit Implementation Working Group

The Rapid Transit Implementation Working Group comprises representatives from City Council and the London Transit Commission. Meeting materials and minutes are in Appendix B-18. The meeting date and a summary of items discussed are provided in Exhibit 5-14.

Exhibit 5-14: Rapid Transit Implementation Working Group Meetings and Summary

Date	Summary of Items Discussed
July 5, 2018	<ul style="list-style-type: none"> BRT project updates Briefing on upcoming public consultation Guest speaker: Josipa Petrunic, Executive Director and CEO of the Canadian Urban Transit Research and Innovation Consortium
November 8, 2018	<ul style="list-style-type: none"> BRT project updates LTC Rapid Transit Integration Strategy Update
February 21, 2019	<ul style="list-style-type: none"> Expert panel on connected and automated vehicles

5.3.4 Technical Agencies Group

The TAG comprises technical agencies (from provincial, regional and local levels) with approvals and/or a direct technical interest in the BRT project. The meeting date, participating TAG representatives and a summary of items discussed are in Exhibit 5-15. Meeting minutes and materials are in Appendix B-22.

Exhibit 5-15: Technical Agencies Group Meeting and Summary

Date	Attendees	Summary of Items Discussed
June 26, 2018	Union Gas MTO Start.ca Bell London Hydro Rogers Communications	<ul style="list-style-type: none"> Current status of the project Summary of the proposed BRT network design concept Outline for the next phases of the project Request for the TAG to review of design concept and identify potential impacts to infrastructure

5.3.5 Municipal Advisory Group

The MAG comprises selected City of London Advisory Committees. Meeting minutes and materials are in Appendix B-23. The meeting date, and a summary of items discussed are in Exhibit 5-16.

Exhibit 5-16: Municipal Advisory Group Meeting and Summary

Date	Attendees	Summary of Items Discussed
June 27, 2018	London Advisory Committee on Heritage (LACH) Advisory Committee on the Environment (ACE) Accessibility Advisory Committee and Diversity Inclusion and Anti-Oppression Advisory Committee Cycling Advisory Committee	<ul style="list-style-type: none"> • Current status and proposed timeline of the project • Description of focus of current phase of project • Discussion of the benefits of the London BRT project • Outline of the engagement approach being undertaken by the City for TPAP • Summary of the proposed BRT network design concept • Description of next steps

5.3.6 Community Stakeholders Group

The CSG consists of representatives from major property owners in the area. Meeting minutes and materials are in Appendix B-24. The meeting date, and a summary of items discussed are in Exhibit 5-17.

Exhibit 5-17: Community Stakeholders Group Meeting and Summary

Date	Attendees	Summary of Items Discussed
June 26, 2018	White Oaks Mall (Bentall Kennedy) Thames Valley District School Board Middlesex London Health Unit	<ul style="list-style-type: none"> • Current status of the project • Summary of the proposed BRT network design concept • Outline for the next phases of the project • Request for the Community Stakeholders Group to review the design concepts and provide any comments to the project team

5.3.7 Emergency Services

Meetings were held with Emergency Services (details outlined in Section 3.3.13). Meeting minutes and materials are in Appendix B-25. The meeting date, and a summary of items discussed are in Exhibit 5-18.

Exhibit 5-18: Emergency Services Group Meeting and Summary

Date	Attendees	Summary of Items Discussed
June 26, 2018	Corporate Security and Emergency Management, City of London London Police Services London Fire Department	<ul style="list-style-type: none"> • Current status of the project • Summary of the proposed BRT network design concept • Outline for the next phases of the project • Request for the Emergency Services Group to review the concept design and provide any comments to the project team

5.3.8 Technical Agencies, Local Municipalities and Utilities Correspondence

Written and verbal correspondence was received from/sent to regulatory agencies, local municipalities and utilities including:

- Transport Canada;
- Public Services and Procurement Canada;
- Ministry of Environment, Conservation and Parks;
- Ministry of Tourism, Culture and Sport;
- Ministry of Natural Resources and Forestry;
- Ministry of Municipal Affairs and Housing;
- Ministry of Transportation;
- Ministry of Indigenous Relations and Reconciliation;
- Ministry of Agriculture, Food and Rural Affairs;
- Infrastructure Ontario;
- Advisory Committee on the Environment;
- Upper Thames River Conservation Authority;
- London Fire Department;
- Thames Valley District School Board;
- Hydro One;
- CP Rail;
- CN Rail; and,
- Members of Provincial Parliament.

A comment/response summary table and a copy of correspondence is in Appendix B-27. Key themes of the questions and concerns received include:

- Comments on the draft Environmental Project Report;
- Impacts of BRT on existing facilities (i.e., schools, distribution facilities, railways)
- Park and ride facilities;
- Impacts on federally and provincially-owned property; and,
- Impacts on cultural heritage features.

5.3.9 Indigenous Communities Engagement

Through the initial consultation with MECP (as described in Section 5.2.1), the list of Indigenous communities identified as having potentially constitutionally protected Indigenous rights, treaty rights or other interest in the BRT project was cross-referenced with the mailing list developed during the Rapid Transit Master Plan and pre-TPAP. There were additional Indigenous communities on the RTMP mailing list that were not identified by MECP, however they continued to be engaged during the TPAP process for continuity. Indigenous communities contacted during the TPAP are listed in Exhibit 5-19. A comment/response summary table and a copy of correspondence is in Appendix B-26.

Exhibit 5-19: List of Indigenous Communities Contacted during TPAP

Indigenous Community	Notice of Commencement and Notice of Consultation	Follow up emails
Aamjiwnaang First Nation	June 4, 2018	
Association of Iroquois & Allied Indians	June 4, 2018	June 22, 2018
Caldwell First Nation	June 4, 2018	June 22, 2018
Chippewas of the Thames First Nation	June 4, 2018	June 22, 2018 September 6, 2018
Haudenosaunee Development Institute	June 4, 2018	
Haudenosaunee Six Nations Confederacy Council, Haudenosaunee Resource Centre	June 4, 2018	
Chippewas of Kettle and Stony Point First Nation	June 4, 2018	June 13, 2018 September 5, 2018
London District Chiefs Council	June 4, 2018	
Mississaugas of New Credit First Nation	June 4, 2018	June 22, 2018
Moravian of the Thames First Nation	June 4, 2018	September 11, 2018
Munsee-Delaware Nation	June 4, 2018	June 22, 2018 September 5, 2018
Oneida Nation of the Thames	June 4, 2018	September 6, 2018

Indigenous Community	Notice of Commencement and Notice of Consultation	Follow up emails
Six Nations of the Grand River	June 4, 2018	June 22, 2018 September 5, 2018
Southern First Nations Secretariat	June 4, 2018	June 22, 2018 September 5, 2018
Union of Ontario Indians	June 4, 2018	
Walpole Island First Nation	June 4, 2018	June 22, 2018 September 6, 2018

21, 2018. The date, times and location of the PICs are in Exhibit 5-20. The PICs were a drop-in, open house format.

Exhibit 5-20: PIC #6 Dates, Times and Locations

Date	Time	Location
June 21, 2018	11:00 am – 2:00 pm 5:00 pm – 8:00 pm	Central Library 251 Dundas Street London, ON

The purpose of PIC #6 was to allow the public to review and comment on the approved design and to aid in the refinement of the BRT system design. Of the feedback received, recurring questions included:

- How will BRT impact my local transit service?
- How will local transit be integrated?
- In areas along the BRT corridor where there are no bike lanes, how will cyclists get to certain areas in the City? Will removed bike lanes be replaced?
- Is the system going to be expanded?
- What are the potential construction impacts to utilities, parking and traffic?

A PIC #6 Summary Report, including a summary of issues/concerns can be found in Appendix B-17.

Transit Tuesdays

A total of ten Transit Tuesday events were held weekly from July 10, 2018 to September 11, 2018. These events took place from 3:00 pm to 7:00 pm at the Rapid Transit Implementation Office (251 Dundas Street).

The purpose of Transit Tuesdays was to allow Londoners to review the BRT plans, ask questions and share ideas to fine tune the corridor designs. The public could also provide feedback on the draft EPR and learn more about how to give feedback on the project.

The following themes were identified from the comments received through Transit Tuesday events:

- The BRT system should prioritize pedestrian safety and accessibility;
- Need for strong integration between BRT system cycling/pedestrian infrastructure;
- Ensure effective snow clearing measures for accessibility purposes; and,
- Prioritize protecting trees and green spaces.

5.3.10 Public and Property Owners

Comments were received from the public and property owners through to the dedicated email address (shift@london.ca/ldnbrt@london.ca), the Rapid Transit Project Director, and City of London elected officials. These comments do not include those submitted from the public meetings described in Section 5.3.11. Some common themes based on a review of the comments received include:

- The BRT design could be improved by connecting to the airport and train station;
- Cycling infrastructure should be better integrated into the BRT design;
- Inquiries regarding impacts to individual properties;
- Conflicts with train crossings need to be addressed;
- Opposition to the BRT plan due to concern over perceived traffic impacts;
- Excitement for transit improvements in London; and,
- Proposed design alternatives and ideas from other cities.

A public consultation summary table is in Appendix B-28, summarizing comments received and Project Team responses.

5.3.11 Summary of Project Consultation with the Public

Public Information Centre #6

For Public Information Centre #6 (the preceding PICs were held during the development of the London Rapid Transit Master Plan and during pre-TPAP), two PICs were held on June

Interactive BRT Map

An online interactive BRT map (www.londonbrtmap.ca) was used to collect public input on the BRT corridor designs. This tool allowed members of the public to explore the designs, see streetscape renderings at a variety of locations and provide comments at specific locations on the map. A summary of comments received is included in Appendix B-20. The following recurring themes were found in these comments:

- Better quality and integration of cycling infrastructure should be included in the BRT design;
- Concern over the impact of reducing the number of lanes on Richmond Street;
- Concern over the BRT travelling down King Street. The number of lanes on King Street should not be replaced;
- The BRT should be connected to the airport; and,
- The railroad crossing issues need to be resolved.

The City of London selected to pause the 120-day TPAP consultation period to provide more comprehensive information about the potential impacts to cultural heritage resources, which is a matter of provincial importance, as well as more fully describe the strategy for managing and mitigating these impacts. Under subsection 10(1) of Ontario Regulation 231/08, if a Notice of Issue is given, the 120-day TPAP consultation period stops running.

The following steps were taken during the pause:

- Meetings and teleconferences with MTCS and MECP; and,
- Presentations to LACH at their regular monthly meetings in October, November, and December 2018, and February 2019.

During the pause, Cultural Heritage Evaluation Reports (CHERs) were completed for 48 properties with potential cultural heritage value or interest that had the potential to be directly impacted by the project. CHERs were also completed for three structures that are to be directly impacted, including Clark’s Bridge (Wellington Street), Highbury Avenue CP Overpass and University Bridge. See Section 4.4.2 for more information.

A Notice of Resumption was provided to the Director of the Environmental Assessment Permissions Branch on March 25, 2019 and the 120-day TPAP consultation period resumed and concluded on March 28, 2019.

Technical agencies were invited to review the portions of the EPR and the associated appendices that had been updated during the pause. Comments received and Project Team responses are documented in Appendix B-30. The public comments received during the pause were also documented and included in a public comment summary, which is available in Appendix B-29.

5.3.12 Incorporation of Stakeholder Comments

The BRT design included in the draft EPR in April 2018 was updated to incorporate the feedback received from stakeholders through the TPAP process. Major revisions included:

- Refining designs at various intersections to improve traffic flow, accommodate pedestrians, or optimize transit operations (i.e., Richmond Street and Oxford Street, Richmond Street and Central Avenue, Western Road and Lambton Road, Dundas Street and Kellogg Lane, Western Road at Sunnyside Drive);
- Adding a northbound bike lane and traffic lane to Ridout Street between King Street and Queens Avenue;
- Confirming platform lengths and ramp lengths for accessibility to the level boarding platforms;
- Adding dooring zone buffers between parking and bike lanes;
- Identified design modifications to reduce the number of directly impacted buildings with potential cultural heritage value as detailed Section 4.4.2.1; and,
- Adding bike boxes and revising sidewalks to accommodate tree plantings or other streetscape improvements.

5.3.14 Notice of Completion and Environmental Project Report Review

Within 120 days of the Notice of Commencement, the Notice of Completion of the EPR was first published on March 28, 2019. A copy of the notice is provided in Appendix B-31.

The Notice completes the consultation period of the TPAP, and starts the 30-day public review period. The EPR and supporting technical studies are available for review during the 30-day period on the project website and at locations around the City. Exhibit 5-21 details the distribution of the Notice of EPR Completion.

Exhibit 5-21: Notice of Completion of the EPR Distribution

DATE	METHOD OF NOTIFICATION
March 28, 2019	Direct mail to 88 technical agencies and stakeholders on the Project Mailing List
March 28, 2019	Direct mail to 14 Indigenous communities

5.3.13 Consultation During the “time out” Period

A Notice of Issue was sent to the Director of the Environmental Assessment and Permissions Branch MECP on October 1, 2018, and posted to the project website.

March 28, 2019	Direct mail to 2,916 property owners within a 30-metre radius of the project
March 28, 2019	Publication in the local newspaper “The Londoner”
March 28, 2019	Email to Technical Advisory Group
March 28, 2019	Email to Community Stakeholder Group
March 28, 2019	Email to Municipal Advisory Group
March 28, 2019	Email to Emergency Services Group
March 28, 2019	Posted to the project website
March 28, 2019	Email to 2,317 individuals on the Project Mailing List

If any person, including the public, regulatory agencies and Indigenous communities, has concerns about the London BRT project, objections can be submitted to the to the MCEP Environmental Assessment and Permissions Branch for the Minister to consider within 30 days of the Notice of Completion of the EPR. Objections received after the 30-day objection period will not be considered by the Minister.

Objections can only be made concerning an Indigenous or treaty right, or matters of provincial importance. Objections must be provided in writing and can only be submitted during the 30-day review period for the EPR, commencing at the issuance of the Notice of Completion. A copy should also be provided to the City of London as the proponent.

The written objection must include:

- Contact information (such as name, mailing address, organization or affiliation, phone number and email address);
- City of London contact information (including name, address, phone number and representative/agency phone number);
- Brief description of the City of London’s proposed undertaking, including location;
- Basis for why further study is required, including relevance to Indigenous or treaty right and matters of provincial importance that were not considered in the EPR; and,
- A summary of how the objector has been involved in the consultation process (e.g., attendance at meetings (e.g. PICs), phone calls, and emails).

After the 30-day review period has ended, the Minister has 35 days to act. The City of London will be given the opportunity to comment on the concerns raised in an objection before the Minister acts. A proponent may not proceed with a transit project before the end of the 35-day period unless the Minister gives a notice allowing the proponent to proceed.

Whether there is an objection or not, if the Minister acts within the 35-day period, one of three notices may be issued to the proponent:

- Notice to proceed with the transit project as planned in this EPR;
- Notice requiring the proponent to take further steps, which may include further study or consultation; or,
- Notice allowing the proponent to proceed with the transit project subject to conditions.

If the Minister gives notice requiring that further steps be taken, the proponent must prepare a revised EPR and submit it to the Minister. If, within 30 days after receiving the revised EPR, the Minister is of the opinion that it still does not appropriately address negative impacts, the Minister can require the proponent to comply with Part II of the Ontario Environmental Assessment Act or to comply with an approved class environmental assessment for the project. If the Minister does not act within the 35-day period, the transit project may proceed as planned.

5.4 COMMITMENTS TO FUTURE WORK AND CONSULTATION

As described in Section 7, the City of London is committed to continuing to engage with regulatory agencies, the public, Indigenous communities and stakeholders throughout detailed design, construction and operational phases of the BRT network. A Consultation Plan will be prepared at the beginning of each of these stages and will include:

- A community relations program for businesses, residents, Indigenous communities, stakeholders and property owners to interact regularly with the Rapid Transit Implementation Office. This will include methods to allow and document public concerns, complaints and the City of London’s responses;
- Steps that will be taken to notify all stakeholders of major milestones, any project amendments and other opportunities for comment;
- Continuation of outreach via project website, social media, and community events; and,
- Any additional regulatory consultation and notification requirements.

