



# Public Information Centre (PIC) #2 – Engagement Summary Report

City of Brampton

Downtown Transit Hub Study

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Final



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# 1.0 Engagement Overview

## 1.1 Background

The new Downtown Transit Hub will increase the capacity and quality of the transit service in Brampton, doubling the number of bus bays while featuring passenger and operator amenities such as ticketing area, indoor waiting area, washroom and lunchroom facilities, concessions, and covered platform waiting areas. The new transit hub will also be planned and designed to accommodate electric bus technologies.

This summary report outlines the engagement activities that took place since the first Public Information Centre (PIC) meeting in November 2023 to inform stakeholders and the public of the study, how to get involved, and the feedback received.

**Figure 1: Downtown Transit Hub Preliminary Study Area**



## 1.2 Organization of Engagement

The second PIC engagement session was held between December 3, 2025, and January 15, 2026, and provided both virtual and in-person opportunities for the public and stakeholders to get involved in the project study.

The second, in-person Public Information Centre (PIC) was held on the evening of December 3, 2025, at the Brampton City Hall Conservatory between 6:30 pm and 8:30 pm, where the project team shared progress on the interested members of the public were encouraged to review the display materials, speak with staff, and submit comments to help inform the next phases of the project.

An online survey was available from December 4, 2025, to January 15, 2026, through the City of Brampton’s project webpage at: [www.brampton.ca/transithub](http://www.brampton.ca/transithub). This provided an on-demand experience for the community to review project information and provide feedback electronically at their convenience. The online survey solicited opinions on the evaluation of short-list Transit Hub options, the preliminary recommended option, as well as the potential extension of

Denison Avenue between Mill Street and Elizabeth Street.

In addition to the public engagement activities mentioned above, a virtual Technical Advisory Committee (TAC) meeting was held on November 14, 2025, to provide stakeholders with a forum to share their insights and questions regarding the study. The TAC is composed of staff from various City departments, representatives from Peel Region, Metrolinx, and provincial agencies, as well as utility companies, with the objective of gathering feedback from technical experts.

An overview of the second round of engagement activities is provided in **Table 1**, and a copy of the material presented at the PIC (both the display boards and the presentation PowerPoint) are attached in **Appendix A – In-person PIC Materials**.

**Table 1: Key Engagement Activities**

Engagement Activity	Date/Time
In-person Public Information Centre (PIC)	December 3, 2025, from 6:30 p.m. to 8:30 p.m.
Online Survey (hosted at <a href="http://www.brampton.ca/transithub">www.brampton.ca/transithub</a> )	December 4, 2025 to January 15, 2026
Technical Advisory Committee (TAC)	November 14, 2025

### 1.3 Communication Tactics

To promote the engagement activities, the City of Brampton used traditional media, social media, digital ads, project website, and mailers, summarized as follows:

- **Postcards:** 12,848 physical-copy postcards were also mailed out to residents and businesses within an approximate 1 km radius of the Downtown Brampton Terminal at 8 Nelson Street West on November 10, 2025.
- **Newspaper advertisement:** An advertisement for the PIC appeared in the Toronto Star on November 19 and 26, 2025, and in the Brampton Guardian on November 19, 2025. The advertisement also appeared in the ethnic newspaper Midweek on November 26, 2025.
- **Social media posts:** The Brampton Transit Facebook, Instagram, and X (formerly known as Twitter) social media accounts had various posts between November 19, 2025 and December 3, 2025 promoting the upcoming in-person PIC event, and posts between December 4, 2025 and January 15, 2026 promoting the online survey.
- **Digital ads:**
  - Digital ads were placed at Garden Square from November 19 to December 3, 2025, and December 4 to January 15, 2025.
  - Digital ads were displayed on hospital digital TV screens at Peel Memorial Hospital and Brampton Civic hospital from November 19 to December 3, 2025, and December 4 to January 15, 2025, promoting awareness about the transit hub study as a whole.
- **Email to agencies:** A notice advertising the in-person PIC event and online survey was circulated on November 19, 2025 to elected officials, government agencies, citizen advocacy groups, educational facilities, project steering committee, Brampton Board of

Trade, and the Downtown Brampton Business Improvement Area (BIA).

- **Email to Indigenous Groups:** A notice advertising the in-person PIC event and online survey was circulated to Indigenous groups on November 19, 2025, including Missisaugas of the Credit First Nation, Six Nations of the Grand River, the Métis Nation of Ontario, the Haudenosaunee Development Institute, and Huron-Wendat Nation.
- **Communication with Potentially Impacted Property Owners:** Three (3) potentially impacted property owners were identified due to the proposed extension of Denison Avenue and the proposed bus bays along Railroad Street. The following steps were undertaken in advance of the PIC to engage with the property owners.
  - Of the two (2) properties facing potential impacts due to the extension of Denison Avenue, both were contacted by the City project staff and invited to meet with the City separately before the PIC. The owner of one (1) property was unavailable for a meeting, in which case the City shared an information package via email. The City met with the owner of the other property on November 19, 2025, to discuss the project, potential impacts, and mitigation measures.
  - The property adjacent to Railroad Street between Mill Street and Elizabeth Street currently has an active development application. The City met with the development application proponent on November 20, 2025, to discuss the project, potential impacts, and mitigation measures.

All promotional materials are provided in **Appendix B – Communication Tactics and Statistics**.

## 2.0 Feedback Summary

All personal information received as part of public engagement activities is kept confidential to protect participants' privacy.

### 2.1 Online Survey

The online survey was live for six (6) weeks and received twelve total responses.

The themes that emerged from the online survey are summarized as follows:

- General support for the recommended Short List Option 2D.
- Desire for accessible, clean, and safe public washrooms.
- Desire for improved first-and-last-mile connectivity.
- Desire for improved pedestrian and cyclist facilities at – and connecting to – the Transit Hub.
- Desire for pick-up-drop-off areas, as well as areas that support carpooling facilities.
- Desire for coordination between the City, Peel Region, and Metrolinx to ensure the design of a Transit Hub and effectively integrate local and regional transit services.
- Desire for open space and improved public realm, including an expanded ticket area, public art, street furniture, greenery, lighting, and commercial space.
- Concerns for additional traffic in the area due to projected residential growth.
- Desire for improved transit speed, potentially through the use of dedicated facilities separated from mixed-traffic, and desire a future-proof Transit Hub design that can

accommodate transit growth and fleet electrification.

- Among the three (3) alternatives for Option 2D, the Preliminary Draft Preferred option received the most support, followed by Alt 3, and lastly Alt 1.
- General support for the potential future extension of Denison Avenue between Mill Street and Elizabeth Street, depending on costs and impacts.
- Concern that the distance between the eastern extent (Mill Street) and western extent (east of George Street) is too long of a distance to navigate for pedestrians as they transfer between buses.

For a full list of survey responses, see **Appendix C – Online Survey Results**.

## 2.2 In-Person Public Information Centre (PIC)

### 2.2.1 Display Boards and Feedback Forms

An in-person PIC was held on December 3, 2025, from 6:30 pm to 8:30 pm, at the Brampton City Hall Conservatory. There were 45 participants in attendance. The purpose of this PIC was to present and gather feedback on the following items:

- 1) Project overview and history
- 2) Short-list evaluation methodology and criteria
- 3) Short-list evaluation options
- 4) Evaluation of short-list options
- 5) Refinements to the emerging preferred option
- 6) Preliminary draft preferred alternative

Project information was presented on 15 display boards positioned throughout the venue for attendees to review and comment on. Project staff were scattered amongst the attendees to answer questions and gather feedback. The following comments were received via sticky-notes on the physical display boards (**Table 2**).

**Table 2: Sticky-note Responses**

Prompt Question	Sticky-note Responses (copied verbatim, illegible responses excluded)
Are there any additional objectives/criteria you think should be considered?	<ul style="list-style-type: none"> <li>• Is this to modify Brampton’s plan for 15-min City?</li> </ul>
What features or amenities would you like to see in the future Transit Hub to be better integrated with the surrounding downtown and support community use?	<ul style="list-style-type: none"> <li>• There has to be a safer way for “kiss’ n’ ride” passengers to be dropped off and picked up by automobiles/private vehicles.</li> <li>• Secure bike parking either indoor, or highly visible / access to high foot traffic areas.</li> <li>• No U.N. flags.</li> <li>• Protected intersections!</li> </ul>

	<ul style="list-style-type: none"> <li>• Car/truck/vehicle parking.</li> <li>• Secure bike parking spaces where people with expensive bikes feel their bike would be there when they get back (min 70 spots).</li> </ul>
Do you support the potential future extension of Denison Avenue?	<ul style="list-style-type: none"> <li>• The extension of Denison makes sense but concern about the increase in bus traffic through residential area and park and the change in car traffic.</li> </ul>

Six (6) physical feedback forms were received during the in-person PIC, recurring themes among the feedback received include:

- Uncertainty regarding whether Option 2D should be the recommended short-list option.
- General support for the potential future extension of Denison Avenue between Mill Street and Elizabeth Street.
- Concern for additional traffic in the residential area.
- Concerns regarding the projected residential growth in the area.
- Desire for improved public realm and improved pedestrian facilities as well as sheltered waiting areas.
- Desire for pick-up-drop-off facilities.
- Desire for efficient pedestrian and transit flow in and through the Transit Hub.
- Desire for integration between different transit facilities (i.e., buses, LRT, GO trains).
- Desire for bike repair facilities and secure bike parking facilities.

See **Appendix A.1** for the display boards, and **Appendix A.2** for an image of sticky notes received and images of the physical feedback forms received.

### **2.2.2 In-person Presentation**

A half-hour in-person presentation was given at 7:20 p.m. during the in-person PIC on December 3, 2025. The presentation provided more details about the project to supplement the information shared on the 15 display boards. The presentation was followed by a Question-and-Answer (Q&A) period, during which attendees were encouraged to share their comments and questions with the project team.

A summary of feedback received from the Q&A period is provided below:

- Desire for pick-up-drop-off area,
- Desire for accessibility for people with disabilities.
- Concerns regarding safety
- Desire for bike parking facilities that protects against theft.
- Desire for integrated fare systems with neighboring municipalities and other transit agencies that operate in the Transit Hub.

A recording of the presentation was posted on the project website shortly after the in-person PIC, available here: [PIC 2 Recording](#).

The presentation materials are included in **Appendix A.3**. For a full list of questions and answers, see **Appendix A.4**.

## 3 Next Steps

The next steps for the Downtown Transit Hub Study are to review and respond to all comments received from stakeholders and the public. Then, the project team will confirm the preferred design alternative, develop a preliminary design, and assess its impacts on the surrounding environment.

A third PIC will take place in Summer 2026 as part of the official Transit and Rail Project Assessment Process (TRPAP) to share these updates with stakeholders and the public, as well as to obtain any outstanding inputs before completing the Environmental Project Report (EPR) and the TRPAP.