



## STAFF REPORT ACTION REQUIRED

### Coordinated Street Furniture Program – Status Update Year 8 and Publication Box Licensing Program Review

<b>Date:</b>	March 30, 2016
<b>To:</b>	Public Works and Infrastructure Committee
<b>From:</b>	General Manager, Transportation Services
<b>Wards:</b>	All
<b>Reference Number:</b>	P:/2016/Cluster B/TRA/PR/pw16002pr.docx

#### SUMMARY

The Coordinated Street Furniture Program is a partnership with Astral Out-of-Home to install, operate, and maintain over 24,500 pieces of street furniture over a 20-year period. The agreement with Astral began in 2007, and follows a fiscal year of September 1 to August 31. This report covers Year 8 of the agreement, for the 2014-15 fiscal year. The Agreement has resulted in the installation and maintenance of 16,855 elements to date, and has provided the City with more than \$126 million in revenue.

As directed by City Council, the annual report outlines the revenues received by the City from the Program, an update on the rollout of the inventory of street furniture elements, and an overview of maintenance performance and issues. The deployment of new street furniture pieces is on schedule. Maintenance of street furniture continues to be a challenge, particularly cleaning vandalism and maintaining litter bins. Staff and Astral are working to continuously improve both effectiveness and response times for these issues.

Moving forward, staff are requesting funding for the purchase of private property where insufficient space exists for the installation of full transit shelters. Minor adjustments to the management of the publication box licensing program are also recommended.

## RECOMMENDATIONS

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### **The General Manager, Transportation Services recommends that:**

1. City Council approve an in-year budget adjustment to establish a new capital account ("Transit Shelter Property Acquisition") in the amount of \$100,000, fully funded from the Public Realm Reserve Fund (XR1410), for the purpose of acquiring property to support the installation of full transit shelters in areas with limited City-owned property.
2. City Council direct that the results of the acquisition program be added to the annual reporting requirement for the Street Furniture program.
3. City Council direct the General Manager, Transportation Services to migrate all publications boxes into multipublication kiosks or box corrals with a target completion date of December 31, 2020.
4. City Council direct that the General Manager, Transportation Services, undertake measures to improve and increase the use of existing multipublication kiosks, and report back on their use with the Year 9 Street Furniture report in the second quarter of 2017.
5. City Council amend § 743-3, Publication dispensing boxes, of City of Toronto Municipal Code Chapter 743, Streets and Sidewalks, Use of , by:

(a) Deleting Subsection 743-3G(2)(k) and inserting in lieu thereof a new Subsection 743-3G(2)(k) as follows:

"Within 2.1 metres of any entrance to the Toronto Transit Commission subway system so that an unobstructed access to or from the subway system entrance is maintained;"

(b) Deleting Subsection 743-3G(7);

(c) Deleting the phrase: "30 days" from Subsection 743-3H(2) and inserting in lieu thereof the phrase: "60 days"; and

(d) Inserting a new subsection (6) in Subsection 743-3I as follows: "All fees specified in Subsection 743-3I are non-refundable."

(e) Inserting a new subsection (7) in Subsection 743-3I as follows: "The fees specified in Subsections 743-3I(1) and 743-3I(3)(a) apply to annual terms which constitute the entirety of a calendar year. These fees shall nonetheless be paid in full for the entirety of the calendar year term for any calendar year or part thereof which the publication dispensing box, unit or kiosk is placed and maintained on a street of the City."

## **Financial Impact**

Adoption of the recommendations in this report would add \$100,000 in gross expenditures to the 2016 Capital Budget for Transportation Services, fully funded from the Public Realm Reserve Fund (XR1410), with no net impact to the 2016 Capital Budget.

This funding will support a pilot project to acquire property where needed for the installation of full transit shelters in areas with limited City-owned property; efficacy and future needs will be determined as a result of the pilot project.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## **DECISION HISTORY**

City Council, at its meeting of May 23, 24 and 25, 2007, adopted the motion that "City Council accept the proposal by Astral Media Outdoor LP as having achieved the highest evaluated score, to provide a coordinated street furniture program for the City of Toronto as described in the City's RFP 9103-06-7316."

<http://www.toronto.ca/legdocs/mmis/2007/cc/minutes/2007-05-23-cc08-mn.pdf>

City Council, at its meeting of June 6-8, 2012, adopted a motion requesting the General Manager, Transportation Services, to "... report annually to Council, through the Public Works and Infrastructure Committee, such report to include status updates on implementation of the Street Furniture Program, revenue, inventory and completion rates by street furniture element, installation locations, complaints and response times, maintenance compliance issues, and information related to the emerging practice of 'creative advertising' on bus shelters and other information relevant to compliance with the contract."

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.PW15.5>

City Council, at its meetings of May 6-8, 2014 and June 10-13, 2014, approved amendments to the Coordinated Street Furniture Program agreement to allow for the placement of creative advertising and the installation of digital advertising faces at transit shelters.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.CC51.8>  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.CC52.4>

Public Works and Infrastructure Committee, at its meeting of May 28, 2015, adopted a motion requesting the General Manager, Transportation Services to report to the Public

Works and Infrastructure Committee, in the fourth quarter of 2015, with a review of the publication box licensing program, such review to include:

- a. an overview of best practices in publication box licensing in comparable cities;
- b. current and historical trends in the number and types of publications licensed in Toronto, including non-news or non-community-related publications;
- c. a review of 311 service requests concerning unlicensed boxes, pedestrian conflict or relocation requests, City response service levels and responsiveness of publication companies to rectify issues;
- d. the number of publication boxes migrated to corrals and multi-publication kiosks;
- e. the feasibility of relocating publication box licences, including the migration of boxes to corrals and multi-publication kiosks; and options to accelerate these relocations;
- f. in consultation with the BIA where available, the prioritization of high traffic pedestrian areas for the elimination or migration of publication boxes to corrals and multi-publication kiosks;
- g. efforts undertaken by staff and publication companies to improve the condition of boxes and the attractiveness of the public realm; and
- h. recommendations for bylaw amendments to further improve the location, setbacks, function, attractiveness, and pedestrian use of the public realm with respect to publication boxes.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.PW5.14>

## **ISSUE BACKGROUND**

The Coordinated Street Furniture Program will deliver over 24,500 pieces of street furniture (transit shelters, litter bins, benches, etc.) across Toronto over a 20-year period. The Program is a partnership model between the City and the private sector, is being implemented citywide, and is unprecedented in its scale and scope. Now in its ninth year, the Program has delivered marked improvements to Toronto's streets while reducing the amount of advertising and clutter in the public realm.

The partnership model with Astral ensures that the provision of street furniture for the public is fully funded from advertising revenue. In fact, the 20-year agreement with Astral guarantees a minimum of \$445.5 million is provided to the City over the contract term. This is in addition to the capital investment and maintenance of street furniture, which is valued at \$202 million and \$294 million, respectively.

### **Publication Box Licensing**

The licensing and regulation of publication boxes has been an on-going activity for decades prior to the amalgamation of the City of Toronto in 1998. In 2005, Municipal Code Chapter 743 was amended by By-law No. 1070-2005 in order to harmonize the regulations related to the placing, installation and maintenance of publication dispensing

boxes, units, and kiosks on a city-wide basis. Enforcement staff were hired in the Public Realm Section in 2008 to begin the enforcement of the new regulations throughout the public right-of-way.

## **COMMENTS**

The partnership agreement with Astral Out-of-Home prescribes an agreement year that begins on September 1 and ends August 31. Year 8 began on September 1, 2014 and ended August 31, 2015. As of the writing of this report, the implementation of the program is currently within the ninth agreement year.

### **Revenue**

A guaranteed minimum annual revenue (MAG) payment is issued to the City at the beginning of each agreement year. In September 2014, the City received \$17,474,814 in MAG. The City can also receive additional revenue from creative advertising and revenue above the annual guarantee. In Year 8, \$43,569 in revenue was received for creative advertising, in addition to \$375,763 in top-up revenue from digital advertising. A total of \$17,894,146 in revenue was received for Year 8.

The Year 9 MAG amount of \$18,466,772, which includes the MAG for digital advertising, has also been received. This means the City has received a total of \$126,198,823 to date as a result of the Program. A full accounting of revenue received is included in Appendix A.

### **Public Service/Unsold Advertising**

Over the course of an agreement year, the City is entitled to utilize up to 8.5% of the total number of print advertising faces, and 4.4% of the digital advertising faces, for public service advertising at no charge. In Year 8, 8.3% of the 4,990 standard advertising faces were used, and 6.3% of the 10,800 daily digital advertising spots were used. This public service advertising has an estimated value of \$5,628,696. The placement of advertising is managed by the City's Strategic Communications division, and included messaging for citywide campaigns such as "Clean Toronto Together", "Doors Open Toronto", and promotion of Pan/Parapan Am Games events. Astral continues to be a responsive partner in working with the City to provide opportunities for time-sensitive messaging.

In addition to advertising space for City campaigns, each business improvement area (BIA) may receive one free advertising face for promotion within its boundaries. A total of 40 BIAs (approximately half) took advantage of this opportunity in Year 8.

Transit stop consolidation by the TTC has resulted in the permanent removal of transit shelters, particularly in the downtown core, in association with the decommissioning of the related transit stop. Temporary loss of ad faces also occurs with shelters removed for construction purposes. Major projects, such as the Eglinton-Crosstown LRT, have

resulted in the removal of some transit shelters for multiple years. These removals have resulted in a loss of advertising faces and revenue on major streets in some of these areas.

Outside of the Coordinated Street Furniture Program, Astral provides the City with free national advertising on television, radio, and outdoor media also owned by the company with a potential maximum value of more than \$2,000,000. In Year 8, this amount of advertising totalled an estimated \$2,295,000 and was used to promote major events such as the Pan/Parapan Am Games.

Astral has also supported a public service campaign inside transit shelters, with the installation of a decal on transit map cases. The messaging provides passersby with information on who to contact when concerned for the health and well-being of individuals inside or near transit shelters – particularly applicable in cold weather.

### **Additional City Benefits**

Further to revenue, the City receives additional benefits from the Coordinated Street Furniture Program agreement to be provided at the discretion of Astral Out-of-Home. The additional benefits are to be implemented at any time during the agreement term and include the following (with status updates as of the end of Year 8):

- Scholarship Program – An investment has been made for Year 8 in the amount of \$291,428 toward local music programs. Total investment to date is \$ \$1,459,857.
- Summer Student Program – Summer students have been hired locally in Year 8 in the amount of \$187,823. Total investment to date is \$1,570,573.
- Public Art Funding Program – This program will be implemented in Year 9.
- Free Homeless Access to Public Toilets – As per the agreement, Astral continues to provide tokens for use in automated public toilets as needed. The distribution of tokens is managed by the Streets to Home Program in the City's Shelter, Support & Housing Administration division.

### **Inventory and Completion Rates**

The Street Furniture Program agreement specifies the number of elements to be installed annually, and is front-loaded in the first eight years to provide amenities to the public as early as possible in the contract term. As of the end of Year 8, 99% of the scheduled elements had been installed since the beginning of the contract, and 69% of all elements to be installed over the 20-year term have been rolled out. A breakdown of installations by element and by ward is included in Appendix B.

### **Maintenance Compliance, Response Time, and Complaints**

Astral provides all maintenance of street furniture elements under the agreement. There are three forms of servicing provided – preventative maintenance; routine maintenance, cleaning, and repair; and requested maintenance, cleaning and repair. City staff perform routine checks and conduct a detailed sample audit to ensure that maintenance standards

are being met. Routine maintenance and cleaning is performed by Astral every seven days for each element. In Year 8, Astral performed 788,654 preventative maintenance checks across all elements, such as ensuring shelters are properly lit.

Additional attention to maintenance was provided by Astral and staff in the Street Furniture Unit in advance of the Pan Am Games, particularly in the vicinity of Games venues and along major transportation corridors. This included providing maintenance and installation support for the TO360 wayfinding pilot project in the downtown core. At this time, all existing information pillars in the pilot area (a total of 12) have been upgraded with TO360 mapping.

Complaints and requests for service are received by City staff through 311 or directly to Transportation Services staff, are then investigated as appropriate, and forwarded to Astral. Requests and complaints are also received directly through the Astral's "Commitment to Quality Service" line at 1-866-8-ASTRAL or [quality@astral.com](mailto:quality@astral.com). In Year 8, 15,763 service requests were received by all parties.

The agreement also requires Astral to provide 24-hour emergency response to make a street furniture element safe in the event of severe damage, such as in the case of shelter glass damaged due to a motor vehicle collision. When this occurs, Astral's sub-contractor will typically remove all of the broken glass and ensure that the rest of the shelter is structurally safe. The replacement of the glass will then be scheduled for a subsequent date. While emergency issues are not tracked independently, City staff continue to observe consistent and timely responsiveness from Astral in addressing urgent matters.

Almost all reported maintenance-related issues are for litter bins (82.5%) and transit shelters (15.4%). In Year 8, the new litter bin design was rolled out that addresses frequent maintenance such as broken pedals and flaps, missing panels, and broken door locks. Recent improvements to the design have also been introduced to provide better levelling of installations. Cleaning and maintenance of vandalism, particularly on transit shelter glass, remains a challenge due to the need for above-freezing temperatures to effectively apply cleaning and repair products. A full breakdown of service requests per street furniture element is included in Appendix C.

In both the winter of 2013-14 (Year 7) and 2014-15 (Year 8), extreme weather conditions led to the freezing of water lines to automated public toilets, resulting in temporary closures until repairs could be conducted. For the winter of 2015-16 (Year 9), a pilot project is underway that closes the automated public toilets from December 1 to March 31. Seasonal closures affect the least number of users, as usage rates in winter are a fraction of summertime levels.

Finally, another frequent challenge with maintenance of assets is removal for construction purposes unrelated to the Street Furniture Program – this can impact 2-5% of installed elements in a given year and result in temporary loss of amenities. Coordination of construction, and reinstallation of assets such as transit shelters, must be carefully planned and respect the health and safety regulations associated with work

zones. In some cases, temporary transit shelters are installed to provide an interim service to residents while construction is taking place, or before permanent assets can be reinstalled. Delays in construction projects can also impact the ability to replace elements, sometimes pushing reinstallation dates into and beyond the winter months. City staff and Astral have worked to minimize the number of displaced shelters, and are exploring and testing options to increase the rate of temporary shelters installed.

## **Creative Advertising**

Creative advertising campaigns involve the use of additional materials, such as decals or wraps, inside or outside of the advertising caisson and on the rest of the transit shelter. Creative executions are usually limited to a small number of shelters where the attention can be focused, but are often linked and important to larger advertising campaigns.

As per the Council-approved guidelines regarding creative advertising, a maximum of 5% of all transit shelters may contain creative advertising at any given time. In Year 8, a total number of 25 creative advertising campaigns were implemented on an average of 3.2 ad faces across the 12-month period, and at no time exceeding 5% of transit shelter ad faces.

## **Environmental Reporting**

Astral is required to report to the City annually on its environmental performance in delivering the Toronto Street Furniture Program. A summary of the reported environmental benefits from Year 8 is below:

- Use of an estimated 36.67% recycled content in components installed (by weight)
- Energy savings resulting in 343 tonnes of avoided carbon dioxide emissions
- Recycling of more than 3,370 fluorescent lamps, recovering 16 grams of mercury; and
- Diversion of 1.9 million trash bags through the use of reusable litter receptacle liners.

## **Digital Advertising**

Year 8 was the first year of digital screen deployment and advertising. Forty screens were installed in the autumn of 2014, and an additional 11 transit shelters will be equipped with digital advertising screens in Year 9, which is below the additional 40 that are permitted this year. Revenue from digital advertising exceeded the prorated guaranteed annual revenue, resulting in an additional payment of \$365,763 to the City.

A February 2016 inspection of digital lighting levels found average daytime levels to be well below the illumination limit, and average nighttime levels to be approximately at the maximum. No complaints have been received regarding digital shelters or their lighting levels.



## Publication Boxes

### Best Practices

A 2015 review of municipal publication box regulations found that the City of Toronto provides one of the most comprehensive and robust licensing frameworks in North America. The City has one of the highest numbers of boxes to manage, and some of the most active enforcement. Toronto is one of a handful of cities to implement publication box corrals for managing third-party boxes ("corrals"), as well as providing a standard dispensing unit ("kiosk"). Application and licensing fees in Toronto are among the highest found. The table below outlines 2016 fees per box in various jurisdictions inclusive of taxes.

City	Application Fee	Licence Fee (First 100 Boxes)	License Fee (Additional Boxes)
Toronto	\$89.34	\$35.11	\$140.35
Ottawa	None	N/A	\$87.00
Calgary	None	N/A	\$78.75 (near transit) \$52.50 (other)
Vancouver	\$50.00	\$26.98	\$80.92
Chicago	None	None	None
San Francisco	None	N/A	None (freestanding) \$50 (kiosk)
Denver	None	None	None
Portland	None	None	None

### Current and Historical Trends

The number of publication boxes licensed in the City of Toronto has been declining steadily since 2006. In 2015, fewer than half of the boxes from 2006 continued to be licensed. It is anticipated that the number of boxes licensed will hold steady or decline slightly in 2016.

<b>Year</b>	<b>Number of Licensed Boxes</b>	<b>Percent Change</b>	<b>Revenue (including HST)</b>
<b>2006</b>	15,418	N/A	\$1,406,125.00
<b>2012</b>	9,818	-36%	\$1,056,810.91
<b>2013</b>	9,072	-8%	\$787,881.82
<b>2014</b>	7,795	-14%	\$869,062.22
<b>2015</b>	7,266	-7%	\$870,178.02

Until 2010, most boxes were free-standing on sidewalks, with some affixed to a "t-bar" structure that was a legacy street furniture item. Under the consolidated street furniture program, a new publication box corral was designed to manage up to four boxes and replace the t-bars, and a new publication box kiosk was created to provide a sleeker, more space-efficient structure for distributing publications on city streets.

The first kiosk was installed in 2010, and rollout of both the corral and kiosk became significant in 2011 when 244 and 58 units were respectively installed. Most locations with four or more publication boxes now have either a kiosk or corral placed to better organize the boxes. Migration of boxes into corrals is continuing with the rollout of the Street Furniture program, and a smaller, two-box corral design is being explored for locations with one or two boxes. As of the end of Year 8, 1,117 corrals and 100 kiosks have been installed, resulting in 57% of publication boxes now migrated into either structure. It is anticipated that all boxes could be migrated into either a corral or kiosk by the end of Year 13 of the agreement (August 31, 2020).

### Complaints and Responsiveness

In 2008, the City began to investigate and enforce complaints regarding the maintenance of publication boxes. The Public Realm Section started conducting enforcement regarding the location and placement of boxes in 2013. All enforcement is based on the requirements of Section 743-3 of the City of Toronto Municipal Code Chapter 743, Streets and Sidewalks, Use Of.

Enforcement involves notification of infractions, and may result in seizure of boxes and licence agreement terminations. A total of 893 boxes have been seized since 2008, the majority of which occurred in 2009 and 2010. Seizures in 2015 totalled 227 boxes,

largely due to expired licences from some publications that did not renew or were no longer in circulation.

### Publication Boxes and Pedestrian Clearway

High-volume pedestrian areas, such as leading to rapid transit stations and major arterial roads, have been the priority areas for migrating free-standing publication boxes to corrals and kiosks. Most boxes in these areas have been migrated, ensuring a more consistent placement and wider pedestrian clearway through fixed locations for boxes. Work is currently underway by staff to review clearway widths, particularly at high-volume pedestrian corridors, which will include implications for, among other issues, street furniture elements.

### Program Improvements

Improvements to the management of the publication box licensing program under development include the inclusion of licensed locations in the City's geographic information system, and proactive confirmation of licensed locations for billing purposes. Both of these initiatives will also assist in bylaw compliance and enforcement.

The deployment of additional kiosks is currently on hold, as staff review the need for additional boxes and the effectiveness of existing installations. A June 2015 kiosk occupancy survey found that 67% of spaces had been licensed, but more than 10% had been abandoned. A repeated study in February 2016 found a similar level of occupancy (69%), but another 15 abandoned kiosk slots. Publication companies have also expressed their dissatisfaction with the kiosks. A recent customer satisfaction survey of publication box licensees found more than 80% of companies to be unsatisfied with the dispensing of publications in kiosks. This contrasts with significant support for corral units, where almost three quarters of companies were satisfied, and none was unsatisfied.

In response to challenges with the multipublication kiosks, staff are proposing to explore operational changes to improve their ability to dispense publications and to improve the satisfaction of publication companies using these elements. Included in these changes is the potential establishment of a minimum occupancy threshold for kiosks, and possibly reverting to a corral where the minimum occupancy is currently not met. Additional consultation with licensees and stakeholders, as well as test projects, will be undertaken through 2016.

In addition to kiosks, staff are also proposing a number of minor adjustments to the bylaw to ease operations. Specifically, staff would like to clarify and simplify the language regarding the required clearance from a subway station and remove redundant clearance requirements for transit shelters. Subsection 743-3G(2)(k) currently reads that a publication box installation must not be placed, installed, or maintained, "Within the area of a semicircle on the entrance side of a transit shelter, or any entrance to the Toronto Transit Commission subway system, having a diameter of no less than the length of the transit shelter or the width of the subway system entrance, so that an unobstructed access

to or from the transit shelter or subway system entrance is maintained." Other clearance requirements in the bylaw are provided to adequately keep clear of transit shelters; therefore, staff are recommending that this requirement be applied solely to TTC subway stations entrances, and that it be simplified to a 2.1 metre clearance which is consistent with pedestrian clearway requirements. Subsection 743-3G(20) further provides that a publication dispensing box which otherwise complies with the criteria of Subsection G of the Code must be located in a position satisfactory to the General Manager having regard to certain matters.

A clarification is also requested to specify that all fees in Subsection 743-3I are non-refundable, in alignment with the provision in Subsection 743-3I(2) that the application fee is non-refundable, as well as clarifying that fees cannot be offered at a reduced rate (such as for a partial calendar year). Further, an amendment to the bylaw is proposed to increase the seizure expiry date from 30 days to 60 days, in accordance with the timeline in the *Repair and Storage Liens Act*. Lastly, it is proposed that Subsection 743-3G(7), which states that, "Any concrete pad, 'T-bar' or similar railing device required to be installed for the placement or installation of an installation will be installed by the applicant, at the sole expense of the applicant..." be deleted, as the T-bars have been replaced by publication corrals and are now installed and provided through the Street Furniture Agreement with Astral.

### Consultation

Business improvement areas and publication companies are major stakeholders in the management of publication boxes in the right-of-way. Consultation with BIAs at a recent Toronto Association of Business Improvement Areas (TABIA) identified the lack of stocking of boxes and aesthetic issues, such as box maintenance and vandalism, as major concerns.

A separate discussion with the Toronto Financial District BIA revolved around the need to maintain and expand the pedestrian clearway. Staff have worked with the BIA to enforce box locations and maintenance, and will continue to review locations to identify opportunities to expand the pedestrian clearway on high-volume corridors beyond the 2.1 metre minimum. The Toronto Financial District BIA also conducted a survey on the use of publication boxes by the public at five different locations in September 2015. The study found that 98% of the publications acquired by passersby were news-based free papers, that many boxes were either unstocked or depleted by 7:30AM, and that the location least-accessed by the public was a multipublication kiosk.

A customer satisfaction survey of publication box licensees conducted in February found that the respondents strongly agree that the ability to place a publication box on City streets is important to them (92%), and it is predicted to continue to be important to the circulation of their publication five years from now (50%). Strong concerns with the multipublication kiosk were noted, and a high dissatisfaction rate registered (73%), particularly due to poor branding and visibility, reduced capacity, and reluctance by the public to access the bottom row of compartments (reinforcing the findings of the Toronto

Financial District BIA usage survey). Lastly, companies reported that they are generally able to access the service easily (58%), and have been respected by staff in the Street Furniture Unit (85%).

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## **SIGNATURE**

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General Manager, Transportation Services

## **ATTACHMENTS**

Appendix A: Street Furniture Revenue Report  
Appendix B: Street Furniture Rollout Completion Rates  
Appendix C: Street Furniture Service Requests  
Appendix D: Glossary of Street Furniture Elements

## Appendix A: Street Furniture Revenue Report

The following schedule outlines the annual payments received from Astral Media up to the beginning of Year 9. The minimum annual revenue guarantee (MAG) is paid at the beginning of each agreement year (September 1 to August 31).

Agreement Year	Minimum Annual Revenue	Percentage of Gross Advertising Revenues	Amount Received to Date			
			Guaranteed Annual Revenue	Creative and Top-up Revenue	Digital Guaranteed Revenue	Initial Lump Sum or Cash Out
1	\$2,000,000	10%	\$2,000,000	\$0	N/A	\$28,000,000
2	\$2,500,000	10%	\$2,500,000	\$0	N/A	
3	\$4,000,000	20%	\$4,000,000	\$403,256	N/A	
4	\$7,816,575	25%	\$7,816,575	\$0	N/A	
5	\$11,638,531	32%	\$11,638,531	\$0	N/A	
6	\$13,478,256	32%	\$13,478,256	\$0	N/A	
7	\$15,001,287	32%	\$15,001,287	\$0	N/A	\$5,000,000**
8	\$17,474,814*	32%	\$16,968,168	\$419,332	\$506,646	
9	\$18,466,772*	32%	\$17,815,757		\$651,015	
10	\$19,380,346*	32%				
11	\$20,507,706*	32%				
12	\$24,780,955*	32%				
13	\$26,003,946*	32%				
14	\$27,472,182*	32%				
15	\$29,016,942*	32%				
16	\$32,134,601*	32%				
17	\$33,833,432*	32%				
18	\$35,499,890*	32%				
19	\$37,248,790*	32%				
20	\$39,084,220*	32%				
<b>Total</b>	<b>\$417,461,599*</b>	<b>-</b>	<b>\$126,198,823</b>			

\* Includes the guaranteed minimum annual revenue from digital advertising.

\*\* Cash out of 11 automated public toilets

## Appendix B: Street Furniture Rollout Completion Rates

### Citywide Installations

Element	Installed Year 1-8	Agreement Schedule H Requirement Year 1-8*	Completion Rate Year 1-8	Agreement Schedule H Requirement Year 1-20*	Completion Rate Year 1-20
Transit Shelter	3,010	2,998	100%	5,028	60%
Litter Receptacle	9,094	9,140	99%	11,908	76%
Bench (one- and two-seat)	1,610	1,611	100%	2,332	69%
Information Pillar (with ads)	83	84	95%	84	95%
Information Pillar (no ads)	54	60		60	
Posting Column	600	600	100%	700	86%
Posting Board	1,184	1,244	95%	2,000	59%
Public Toilet	3	3	100%	8	38%
Publication Box Kiosk	100	98	102%	379	26%
Publication Box Corral	1,117	1,117	100%	2,058	54%
<b>Total</b>	<b>16,855</b>	<b>16,955</b>	<b>99%</b>	<b>24,557</b>	<b>69%</b>

\* As of August 2015

### Installations by District and Ward (September 1, 2007 to August 31, 2015)

Element	Etobicoke-York											Total
	1	2	3	4	5	6	7	11	12	13	17	
Transit Shelter	96	99	39	55	69	92	85	77	55	49	45	<b>761</b>
Litter Receptacle	238	228	138	163	287	256	189	242	144	212	222	<b>2319</b>
Bench	33	37	38	42	51	25	38	28	21	25	41	<b>379</b>
Information Pillar	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Posting Column	9	12	7	9	11	8	10	10	6	10	8	<b>100</b>
Posting Board	52	46	24	21	27	17	20	11	11	18	9	<b>256</b>
Public Toilet	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Publication Box Kiosk	0	0	0	1	3	2	0	0	1	4	0	<b>11</b>
Publication Box Corral	22	14	28	9	47	21	25	13	13	18	9	<b>219</b>
<b>Total</b>	<b>453</b>	<b>438</b>	<b>274</b>	<b>300</b>	<b>495</b>	<b>421</b>	<b>367</b>	<b>381</b>	<b>251</b>	<b>338</b>	<b>334</b>	<b>4052</b>

Element	North York											Total
	8	9	10	15	16	23	24	25	26	33	34	
Transit Shelter	137	64	84	94	52	48	104	53	92	48	78	<b>854</b>
Litter Receptacle	238	126	185	255	156	222	200	140	161	100	172	<b>1955</b>
Bench	33	12	36	101	45	52	59	54	59	22	37	<b>510</b>
Information Pillar	0	0	0	0	10	3	0	4	1	0	0	<b>18</b>
Posting Column	8	8	14	13	9	7	7	7	7	7	6	<b>93</b>
Posting Board	48	19	34	43	21	26	35	22	29	20	20	<b>317</b>
Public Toilet	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Publication Box Kiosk	0	0	1	1	3	4	4	1	0	1	1	<b>16</b>
Publication Box Corral	10	1	20	17	20	45	34	20	27	23	46	<b>263</b>
<b>Total</b>	<b>474</b>	<b>232</b>	<b>376</b>	<b>524</b>	<b>316</b>	<b>407</b>	<b>447</b>	<b>305</b>	<b>376</b>	<b>221</b>	<b>360</b>	<b>4026</b>

Element	Scarborough										Total
	35	36	37	38	39	40	41	42	43	44	
Transit Shelter	102	54	133	91	56	63	115	67	50	53	<b>784</b>
Litter Receptacle	185	136	241	157	141	141	242	192	100	156	<b>1691</b>
Bench	38	42	32	30	28	34	63	34	18	17	<b>336</b>
Information Pillar	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Posting Column	7	6	9	10	11	9	7	7	3	5	<b>74</b>
Posting Board	20	9	50	35	29	35	71	46	23	17	<b>335</b>
Public Toilet	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Publication Box Kiosk	3	0	4	1	0	0	0	0	1	1	<b>10</b>
Publication Box Corral	16	17	28	22	23	16	26	12	15	7	<b>182</b>
<b>Total</b>	<b>371</b>	<b>264</b>	<b>497</b>	<b>346</b>	<b>288</b>	<b>298</b>	<b>524</b>	<b>358</b>	<b>210</b>	<b>256</b>	<b>3412</b>



Element	Toronto & East York												Total
	14	18	19	20	21	22	27	28	29	30	31	32	
Transit Shelter	50	55	52	75	44	29	39	63	24	63	66	51	<b>611</b>
Litter Receptacle	200	166	253	512	164	244	451	365	163	240	160	208	<b>3126</b>
Bench	24	27	36	38	39	53	19	30	21	25	21	52	<b>385</b>
Information Pillar	1	2	8	36	6	9	28	22	3	1	1	2	<b>119</b>
Postering Column	11	14	20	166	12	12	26	16	12	24	5	15	<b>333</b>
Postering Board	21	22	25	31	7	25	30	47	7	24	18	18	<b>275</b>
Public Toilet	1	0	0	1	0	0	0	0	0	0	0	1	<b>3</b>
Publication Box Kiosk	2	1	2	13	1	6	22	9	4	0	0	3	<b>63</b>
Publication Box Corral	25	19	39	62	20	28	86	80	17	33	13	31	<b>453</b>
<b>Total</b>	<b>335</b>	<b>306</b>	<b>435</b>	<b>934</b>	<b>293</b>	<b>406</b>	<b>701</b>	<b>632</b>	<b>251</b>	<b>410</b>	<b>284</b>	<b>381</b>	<b>5368</b>

## Appendix C: Street Furniture Service Requests

Element	Issue	% of Total Service Requests	Total # of Existing Elements	Total # of Service Requests	Service Requests per Element
<b>Transit Shelter</b>	Cleaning/Maintenance	4.0%	4,327	557	0.6
	Damage/Repair	12.0%		1,878	
	<i>Total</i>	<i>15.4%</i>		<i>2,435</i>	
<b>Litter Receptacle</b>	Cleaning/Maintenance	53.0%	9,094	8,359	1.4
	Damage/Repair	29.5%		4,643	
	<i>Total</i>	<i>82.5%</i>		<i>13,002</i>	
<b>Bench</b>	Cleaning/Maintenance	0.0%	1,610	7	0.1
	Damage/Repair	0.8%		127	
	<i>Total</i>	<i>0.9%</i>		<i>134</i>	
<b>Info Pillar</b>	Cleaning/Maintenance	0.1%	137	16	0.5
	Damage/Repair	0.3%		54	
	<i>Total</i>	<i>0.4%</i>		<i>70</i>	
<b>Posting Structure</b>	Cleaning/Maintenance	0.1%	600	18	0.1
	Damage/Repair	0.1%		14	
	<i>Total</i>	<i>0.2%</i>		<i>32</i>	
<b>Publication Structure</b>	Cleaning/Maintenance	0.1%	1,219	16	0.1
	Damage/Repair	0.5%		71	
	<i>Total</i>	<i>0.6%</i>		<i>87</i>	
<b>Public Toilet</b>	Cleaning/Maintenance	0.0%	3	1	1
	Damage/Repair	0.0%		2	
	<i>Total</i>	<i>0.0%</i>		<i>3</i>	
<b>Grand Total</b>		<b>100.0%</b>	<b>16,990</b>	<b>15,763</b>	<b>0.9</b>

\* Includes 1,317 shelters installed prior to the Street Furniture Program and currently maintained by Astral Out-of-Home

## Appendix D: Glossary of Street Furniture Elements



Bench



Publication Box Kiosk



Posting Column



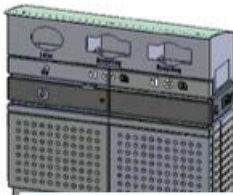
Mini Bench



Publication Box Corral



Posting Board



Litter Receptacle (New)



Information Pillar (Ad)



Transit Shelter



Litter Receptacle (Old)



Information Pillar  
(Non-ad)



Public Toilet