

IE6.11 Attachment 5

Attachment 5 - Stakeholder Engagement Summary

Previous Consultation

The Ten Year Cycling Network Plan, approved in June 2016, was developed with extensive public consultation and stakeholder engagement, conducted in two phases:

- Phase 1: April to June 2015 – Survey with 10,500+ respondents established network planning priorities;
- Phase 2: June 2015 to March 2016 – Consultations to develop and refine the draft map of cycling routes. The consultation process involved a digital draft map with 7,000 respondents, eight public drop in events, 12 stakeholder workshops, six public drop-in rides, and 90,000+ cycling trips collected through the Cycling App.

Additional consultation was undertaken with Cycle Toronto through Ward Audits (site visits conducted on a by-request basis), participation in Cycle Toronto Skills Swap events, as well as a 'Speed Dating' style event with Ward Captains meeting with staff to discuss the proposed projects in their ward.

In the public survey, when asked to choose the top three priorities for evaluating cycling projects out of eight criteria, safety, network connectivity and network coverage were the most popular.

When asked about balancing competing objectives, respondents trended towards growing the network with new routes, more so than improving existing routes; balancing current demand with encouraging future growth (with a stronger emphasis on current demand expressed by residents in the downtown neighbourhoods); balancing connecting gaps in the network with connecting to destinations; and focusing on commuter routes more so than recreational routes.

Further details about the 2015 – 2016 consultation are available in Section 6 of the Ten Year Cycling Network Implementation Plan available at toronto.ca/cyclingnetwork.

2018 – 2019 Stakeholder Engagement

Given the extent of the public consultation for the Plan's development, the scope of the stakeholder engagement process for the Update was targeted to staff and community stakeholders, including an initiative with Neighbourhood Improvement Areas (NIAs), and feedback from local Councillors.

Neighbourhood Improvement Areas

Since the development of the Ten Year Cycling Network Plan, the City of Toronto has taken greater steps towards applying an equity lens to projects, programs, and services. To better address equity in the review of the Plan, Transportation staff reached out to the Community Development Officers who coordinate the Neighbourhood Planning Tables of the Neighbourhood Improvement Area (NIAs), as outlined in the [Toronto Strong Neighbourhoods Strategy](#). The Neighbourhood Planning Tables are comprised of residents, community

agencies, local businesses, City Councillors and City staff who meet regularly to plan and deliver local actions in their neighbourhoods.

From January to June 2019, Transportation staff attended 15 Neighbourhood Planning Tables, located in and representing the 31 NIAs. The Planning Tables are held monthly, typically co-chaired by a Community Development Officer and resident or agency representative, and the activity for the Cycling Network Plan Update was one item on their agenda. In total, there were over 400 participants at these Tables, where Transportation Services staff provided background on the Cycling Network Plan and update underway, and coordinated a mapping activity for input on key access destinations in neighbourhoods, and learned about neighbourhood-specific barriers to cycling.

Neighbourhood Planning Table	Neighbourhood Improvement Area	NIA #	Ward #
Don Valley NIAs			15, 16
	Flemingdon Park	44	
	Thornccliffe Park	55	
	Victoria Village	43	
Downsview Roding Neighbourhood Action Partnership	Downsview Roding	26	6
Jane Finch TSNS Resident Engagement Planning Table			7
	Black Creek	24	
	Glenfield Jane Heights	25	
Kennedy Eglinton Progressive Engagement Collaborative			20, 21, 22
	Kennedy Park	124	
	Birchmount Eglinton East (Ionview)	125	
	Eglinton East	138	
Kingsview Village - The Westway Neighbourhood Action Partnership	Kingsview Village	6	1
Parkdale Community Economic Development Project	Parkdale	85	4
Rexdale Neighbourhood Action Partnership			1, 7
	Mount Olive-Silverstone-Jamestown	2	

Neighbourhood Planning Table	Neighbourhood Improvement Area	NIA #	Ward #
	Thistletown-Beaumont Height	3	
	Elms-Old Rexdale	4	
	Humber Summit	21	
	Humbermede	22	
Rockcliffe-Smythe Neighbourhood Action Partnership	Rockcliffe-Smythe	111	5
Rustic Community Network	Rustic	28	5
Social Development Plan Stakeholders Table	Regent Park	72	13
Southeast Scarborough Planning Table			24
	Mornelle Court (Morningside)	135	
	Kingston Galloway / Orton Park	136	
	Woburn	137	
	Scarborough Village	139	
Taylor-Massey Oakridge Neighbourhood Action Partnership			19
	Taylor-Massey	61	
	Oakridge	121	
Weston Pelham Park Neighbourhood Action Partnership	Weston-Pelham Park	91	9
York South Weston NIA Partners			5
	Keelesdale-Eglinton	110	
	Beechborough Greenbrook West	112	
	Weston	113	
	Mount Dennis	115	
York University Heights Neighbourhood Action Partnership	York University Heights	27	7

The primary focus of the activity at the Planning Tables was to identify streets with important destinations in each neighbourhood, which inform the equity category of the cycling analysis and provide additional insight about access points in communities. As a category in the analysis, this is one method for prioritizing equity-seeking groups, but it is not the only way equity is being addressed. Transportation staff attending the Planning Tables also used the opportunity to gather input on barriers to cycling in each neighbourhood, and documented location-specific concerns for follow up.

There were a number of commonly cited barriers that extend across neighbourhood borders:

- Lack of access to bicycles / affordability;
- Lack of safe places to keep bicycles;
- Lack of safe cycling routes;
- Poor lighting of streets, sidewalks, intersections, and trails;
- Nighttime closure of public parks;
- Vehicles parking in bike lanes;
- Challenging topography;
- Physical barriers (train tracks, highways, ravines);
- Volume, speed and behaviour of drivers;
- Challenges of cycling as a family; and
- Lack of knowledge and experience for riding on-street.

Some of these barriers can be addressed by Transportation Services through the expansion of safe cycling infrastructure, with attention to related barriers such as lighting, intersection safety, and bicycle parking.

Other barriers are beyond the scope of Transportation Services alone, but could be addressed with the help of other City Divisions, and local agencies. Bike Hubs, such as Scarborough Cycles, provide affordable or no-cost opportunities for residents to learn bike skills, bike maintenance, and are sometimes able to provide bicycles to program participants. There are some existing examples of cross-divisional and community collaboration, such as the Tower Renewal Program, which is providing funding through Solid Waste Management Services to build new bicycle repair hubs. Expanding partnerships with existing and new bike hubs and other local organizations will better position cycling infrastructure projects and their uptake by local residents.

A related concern raised by stakeholders is the challenge of separately funded and implemented initiatives by different City Divisions. For example, the installation of cycling infrastructure in the absence of projects to improve housing, transit, park access, and security may not be welcomed by communities where these other pressures are of a higher priority. Transportation staff are committed to and are working towards improving cross-divisional coordination and collaboration.

In discussions with stakeholders, concerns were raised regarding the City's approach to public consultations. In many communities, such as those in Neighbourhood Improvement Areas, it is difficult for residents to attend consultation events, such as Open Houses. Challenges included learning about events and receiving materials in a timely manner, travelling to the event, and finding time within one's schedule to attend the event, especially with children and shift work. Staff are committed to taking steps to ensure there is more

involvement from local communities in the planning and hosting of consultation events, and to attend existing community events; that is, to go where people already are rather than only initiating stand-alone events. There have been some examples of Transportation Services and the Public Consultation Unit undertaking these kinds of partnerships and creative, flexible approaches, such as the hiring of local residents as community animators for the Bike Flemingdon Thorncliffe consultation.

Partnerships and collaborations, which enable and empower local residents to shape the engagement and design of projects will be further developed, enhanced and expanded as the Cycling Network Plan is implemented.



Cycle Toronto

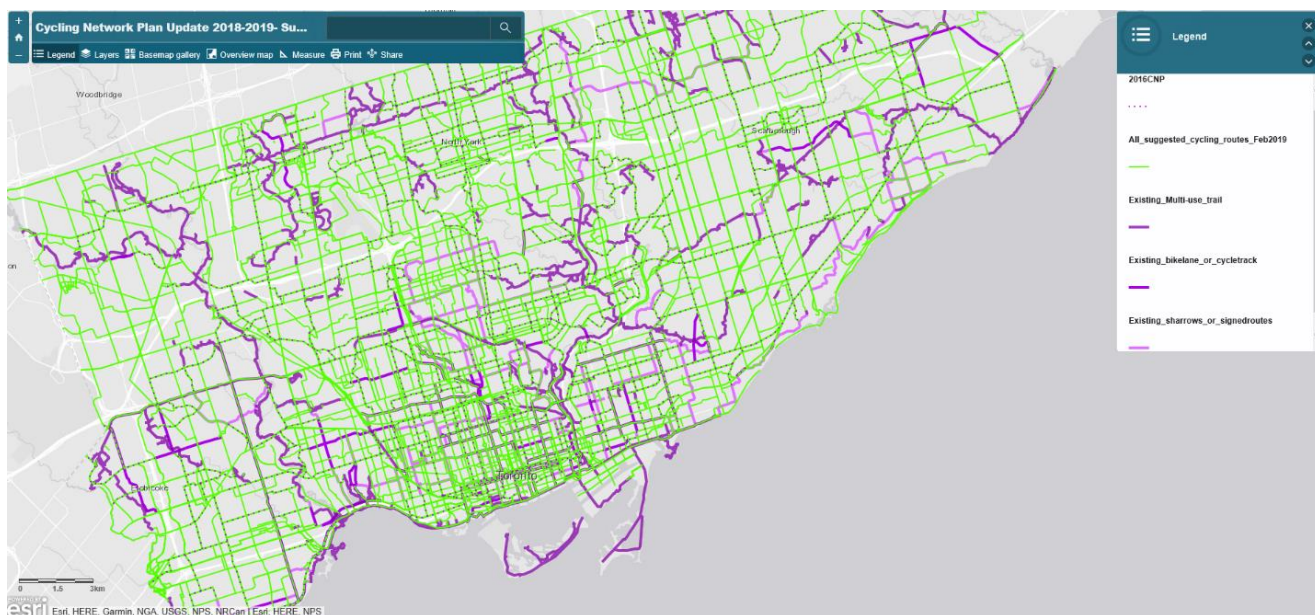
Cycle Toronto is Toronto's largest cycling advocacy organization. Transportation staff reached out to Cycle Toronto to engage members through two channels: large group workshops at the District Advocacy Summits, as well as ward group form submissions.

Transportation staff participated in four Summit events in June 2018 (Scarborough, Etobicoke, North York, Toronto East York) by giving a brief presentation about the Cycling Network Plan Update and running a mapping activity with participants. Participants were split into small groups of two to four, and were asked to identify proposed route modifications, key locations, and suggested connections to them. The exercise instructions are outlined below.

Additionally, ward groups were sent a review form through which they could submit proposed route modifications and new routes for consideration. The form instructions are also shared.

Across the four district summits, there were approximately 150 participants. Detailed comment forms were received from 12 ward groups, and an additional six ward groups were represented in direct emails and compiled feedback submitted by Cycle Toronto staff.

All suggested new routes and modifications were compiled for inclusion in the enhanced analysis. The map below illustrates all suggestions in green; and existing routes in purple.



Consultation Lessons Learned

Another complementary initiative, undertaken in partnership with the City's Public Consultation Unit, was aimed at learning from past public consultations about cycling infrastructure and how they can be improved moving forward. At the neighbourhood level, proposed cycling infrastructure is often contentious and met with mixed reactions from residents. To gain insight in an efficient and resource-light approach, Public Consultation staff conducted exit interviews with Councillors' staff who had experience participating in cycling public consultations and communicating with residents on transportation concerns.

The following practices are appreciated by Councillors and should be continued and expanded:

- Effective and responsive outreach with residents.
- Concise content to include in newsletters.
- Website with public information for the Councillor's office to share and reference.
- Effective presentations from staff at community meetings.
- Well organized events with maps, sticky notes, boards, and knowledgeable staff.
- Online consultation prior to an event.
- Project postcards that are easy to hand out to residents.

Other recommendations from the Councillors' offices include:

- Tailor clear messaging that resonates with the specific community context (e.g. relative to car-oriented vs transit / pedestrian –oriented neighbourhoods).
- Include more messaging on the rationale and how each cycling infrastructure project is part of a larger vision, with aspirational goals: continuous network connections, mode shift, Vision Zero, Complete Streets, carbon reduction, etc.
- Consult early with options of alternative streets and designs.
- Make the critical evaluation of options and due diligence in the design transparent to stakeholders.
- Pair pedestrian and cycling upgrades together as Complete Streets and road safety, not just cycling, which is more universally understood.
- For projects expected to be controversial, plan for more events in stages. Often interest grows after the first event.

Learning from past successes and challenges will help improve our processes and materials moving forward. Though each cycling project is unique, there are shared elements and strategies for ensuring clear, meaningful engagement.

In addition to the summary notes from the Councillors' offices, Transportation staff and Public Consultation staff will be reviewing and learning from the discussions held at Neighbourhood Planning Tables and conversations with community leaders from equity-seeking communities, and preparing plans for expanding and improving the outreach, collaboration, and partnerships with vulnerable populations.

Cycle Toronto Exercises

1. District Summit Mapping Activity

1. [Warm up question – 5 min] Which routes proposed in the plan (dotted routes) are you most excited to see implemented? (Highlight in **purple**).
 2. [Key question – 10 min] Are there any routes that would make more sense along a parallel street, or with other modifications? (Use **blue highlighter** to draw preferred route). Please explain why this is the preferred route. Label the route with a number, and write the explanation on the comment form with the corresponding number.
 3. [Key question – 10 min] Are there any locations (such as tall apartment buildings, community centre, school, transit centre, retail, trail access point) that have many cycling trips originating or ending there, that are not connected by proposed routes? (Use **red stickers** to identify these locations and write what they are, and **orange highlighter** to draw proposed new routes connecting them). Label the route with a number, and write the explanation on the comment form with the corresponding number.
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2. Ward Group Comment Form

The City of Toronto's Cycling Infrastructure & Programs Unit is conducting a review of the 10 Year Cycling Network Plan (CNP). As part of the review, there is opportunity to modify routes based on feasibility challenges and / or new demand, development, road work, or other emerging opportunities.

Invited stakeholders that participate in reviewing the plan are asked to focus their efforts on the following types of recommendations, and submit comments using this form:

1. Modifications to proposed routes in the 2016 Cycling Network Plan (with justification) - see Ward Maps link in Resources tab;
2. Network gaps or underserved neighbourhoods where demand has risen (with information demonstrating need and support for cycling infrastructure).

For any new routes proposed, please articulate what has changed since the base case in 2015-2016.

Recommendations / suggestions are not guaranteed to be incorporated in the updated cycling network plan due to feasibility constraints, city-wide priorities, funding, resources, and approvals. Some routes may have already been considered in the original plan and were not included for various reasons. Reasons for not including routes in the update will be shared with participants.

This comment form includes three more tabs: one for proposed modifications, one for proposed new routes, and one with resources to help participants find and complete the information requested as part of the submission. While suggestions can be submitted without necessarily completing all the form fields (e.g. lane widths, new ward, old ward, etc), please complete the form to the best of your ability.

The deadline to submit comments is July 10th, 2018. Please ensure one primary contact is identified for follow up communications, and identify which Ward group(s) are represented. Email completed forms to daniel.samson@toronto.ca with "CycleTO CNP Review Form" in the subject line, and cc kevin@cycleto.ca

Contact Name:

Email:

Ward/Group:

Date:

Neighbourhood Improvement Area Key Destination Mapping Activity

Step 1: Review the neighbourhood map.

Step 2: Place stickers on common destinations. Where do people regularly travel to in your neighbourhood? (Each person identifies places, so your stickers may overlap).

Step 3: Are there any key destinations not already shown on the map? Use a sticker and sticky note to write them on the map.

Step 4: You are welcome to share additional comments here, and answer the question: What stops people from bicycling in your neighbourhood? *For example, "Don't have safe place to keep bicycle", or "Don't feel comfortable crossing the highway".*

Neighbourhood Improvement Areas Key Destinations

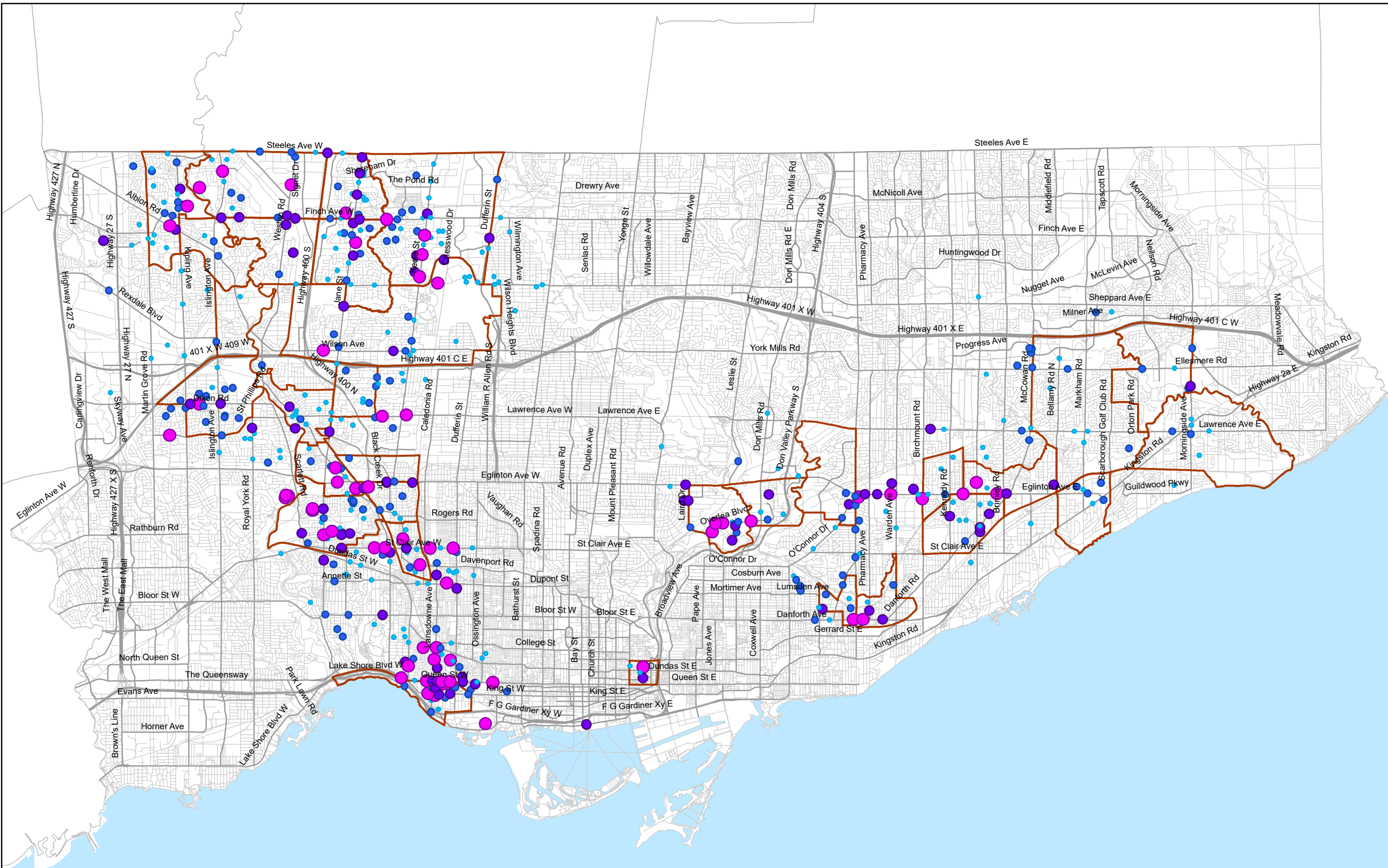
Legend

Destination - Popularity Ranking

- 1
- 2
- 3
- 4

Neighbourhood Improvement Area Boundary

Roads



Data Source: City of Toronto
 Projection: NAD 1927 MTM 3
 Cartography: Cycling Infrastructure and Programs, City of Toronto

Date: June 2019

