

## **City Manager's October 2021 COVID-19 Recovery and Rebuild Update**

**Date:** October 13, 2021  
**To:** Executive Committee  
**From:** City Manager  
**Wards:** All

### **SUMMARY**

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This report is the tenth COVID-19 Recovery Update from the City Manager since April 2020. The City's priorities continue to be on supporting residents, businesses and communities through safe reopening and maximizing vaccination rates. The City Manager's July 2021 update introduced RecoveryTO ([www.toronto.ca/RecoveryTO](http://www.toronto.ca/RecoveryTO)) as the City's new resource for information on initiatives related to COVID-19 recovery.

The City Manager's Recovery update reports focus only on significant, cross-cutting or whole-of government recovery-related information and recommendations, such as updates on intergovernmental activities, reopening of City services and COVID-19 related financial impacts.

All other City recovery-related reports now routinely route through the appropriate Standing Committee, Community Council or directly to City Council. A summary of recent and relevant reports, media releases and announcements are highlighted in this report and linked through RecoveryTO ([www.toronto.ca/RecoveryTO](http://www.toronto.ca/RecoveryTO)).

### **RECOMMENDATIONS**

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The City Manager recommends:

1. City Council authorize the City Manager and/or any other relevant City Official, in consultation with the Chief Financial Officer and Treasurer, to apply for and receive funding, and negotiate, enter into and execute any agreements required in respect of receiving such funding, including any amendments and extensions thereto, with the Government of Canada, the Province of Ontario, their respective agencies/partners, or other funding partners until the first scheduled City Council meeting after January 31, 2022 in a form satisfactory to the City Solicitor.
2. City Council authorize the City Manager to negotiate, execute, renew and extend any agreements which may be required with third parties including without limitation with

GTHA municipalities, to support the work of the Greater Toronto Hamilton Area-Regional Prosperity Alliance, including to accept reimbursement from other municipalities for the purposes of cost sharing.

## **FINANCIAL IMPACT**

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### ***COVID-19 Impact on City Finances***

As reported by the Chief Financial Officer & Treasurer in the Operating Variance Report for the first half of 2021, the City has been experiencing significant financial impacts, both in the form of added costs and revenue losses as a direct result of the COVID-19 pandemic. As of September 2021, COVID-19 related financial impacts have been budgeted to a total \$1.596 billion for the City of Toronto's 2021 Operating Budget ([www.toronto.ca/legdocs/mmis/2021/ex/bgrd/backgroundfile-170649.pdf](http://www.toronto.ca/legdocs/mmis/2021/ex/bgrd/backgroundfile-170649.pdf)). That report indicated that COVID-19 funding support applied to the City's 2021 Budget, from the Government of Canada and Province of Ontario in the form of Safe Restart Agreement (SRA), added Reaching Home (RH) funding and other funding programs total \$1.521 billion in combined COVID-19 support funding, reflecting over 95% of budgeted COVID-19 funding requirements, reducing the 2021 year-end funding shortfall to \$74.5 million. In total, the City has benefited from approximately \$2.6 billion in intergovernmental COVID-19 relief funding since the start of the pandemic, ensuring continuation of the City's critical frontline services.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact section.

## **RECONCILIATION AND EQUITY IMPACT**

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### ***Reconciliation Action Plan***

As noted in the last COVID-19 recovery report, the City Manager plans to bring the City's first Reconciliation Action Plan (RAP) to Council later in 2021. This plan has been developed to map and guide the actions that the City of Toronto and the Toronto Public Service will take from 2022-2032 and beyond to achieve truth, justice and reconciliation. The action plan is a living document and open to evolving over time to ensure it is reflective of what is important to Indigenous communities and organizations. The RAP consists of almost 30 actions under 5 themes – restore truth, right relations and share power, justice, financial reparations and particular actions for the Indigenous Affairs Office regarding advocacy, engagement, support and accountability.

The City of Toronto has made a number of commitments to Indigenous People over the past 10 years. These statements are important gestures, but unless specific, tangible actions are committed to with sufficient resources attached, they ring hollow. The RAP will help connect, focus and expand our efforts across the organization, while ensuring we stay accountable to Indigenous communities.

The pandemic has reinforced the need for meaningful action with and for First Nations, Métis and Inuit in Toronto given the significant and disproportionate economic and health impacts of COVID-19 on Indigenous communities. It is critical that Toronto's

recovery and rebuild efforts place truth, reconciliation and justice at the centre of City programs and services.

### ***Recovery Initiatives Supporting Equity***

RecoveryTO provides information on the City's latest recovery initiatives including those advancing equity and reconciliation such as the Black Food Sovereignty Plan and the City's continued efforts to vaccinate all eligible Torontonians. The site includes information on the City's strategies to increase access to the vaccine for those who face barriers by creating local, easy to access opportunities through a range of pop-ups, events and campaigns. Information is also provided about the Toronto Public Library's program to provide free printing of vaccine certificates, another way to ensure those who need a printed certificate can easily access one. ([www.toronto.ca/RecoveryTO](http://www.toronto.ca/RecoveryTO))

## **DECISION HISTORY**

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This report provides recovery updates that have not otherwise been communicated in reports to Standing Committees or Councils since July 2021. Many of these reports are posted at [www.toronto.ca/RecoveryTO](http://www.toronto.ca/RecoveryTO) and categorized into the recovery priority themes established in the final report of the Toronto Office of Recovery and Rebuild one year ago. All staff reports are available through the City Council Meetings, Agendas and Minutes webpage [www.toronto.ca/Council](http://www.toronto.ca/Council).

The City Manager's ninth report on the City's COVID-19 response, financial and intergovernmental updates and the status of recovery-related actions was adopted by City Council at its meeting of July 14, 15 and 16, 2021.

<https://www.toronto.ca/legdocs/mmis/2021/ex/bgrd/backgroundfile-168546.pdf>

The City Manager's March 2021 COVID-19 recovery report outlined a renewed intergovernmental strategy.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.EX22.1>

In October 2020, the City Manager's "Towards Recovery and Building a Renewed Toronto" report transmitted the final report from the Toronto Office of Recovery and Rebuild and set out a multi-year recovery strategy.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EX17.1>

## **COMMENTS**

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### **1. Update on City Services and Operations**

#### *A. Reopening of In-Person City Services*

City buildings and most counter services have been closed to the public since March 14, 2020. In August 2021, the City began a gradual reopening of select in-person counter services at City Hall and Civic Centres, following all public health guidelines and

regulations. During the reopening efforts, the safety of employees, visitors and communities was of the utmost importance. Safety measures include floor markers to control traffic flow, acrylic barriers between visitors and counter staff, increased sanitation and cleaning, enforced building capacity restrictions and signage to reinforce the mandatory mask mandate. To further provide a safe, welcoming and coordinated experience, 311 introduced a greeter service to welcome and assist visitors by providing direction and wayfinding, monitoring capacity limits and assisting with inquiries.

Continuing with the City's digitization effort and to improve customer service, an online appointment booking system was introduced to allow visitors to reserve a time online before entering a Civic Centres to access counter services. To date, 26% of visitors to Civic Centers having a pre-booked appointment and booking rates continue to increase.

Since reopening, more than 21,500 visitors have been served at in-person counters, averaging 2,700 a week. The most-visited counters are Revenue Service's Tax and Utilities (approximately 7,800 visitors) and City Clerk's Marriage Licence (approximately 2,800 couples served). City Hall has been the most visited Civic Centre building with 23% of all visitors, compared to the five other Civic Centres.

In addition to in-person counter service, the City is gradually resuming certain in-person engagement activities to supplement online activities. Some types of in-person consultation events are now being permitted outdoors and indoors in specific community recreation centres, library branches and City museum meeting spaces that are already open to the public and where participant numbers can be safely accommodated. As more City buildings re-open, the City will provide guidance to staff and Members of Council on additional activities and locations where indoor in-person activities will be permitted.

### *B. City Staff Return to Office*

While many City facilities, including community recreation centres, child care centres, public libraries and work yards, remained fully or partially open and with staff on-site for much of the pandemic, office staff primarily worked remotely. On September 7, the City began the gradual and coordinated return for office staff to City buildings who have been primarily working remotely.

In accordance with provincial and public health guidelines, office staff began a transition to a new hybrid model that includes a combination of working some days in the office and some days remotely. Until January 2022, where operationally feasible, employees will continue to return to their City work location, and dependent on physical distancing and building occupancy limits, continue to work remotely, or a combination of both. Following the transition phase, the City will implement a hybrid work model that supports a more modern and flexible way of working and aligns with the objectives of the ModernTO Workplace Modernization Program and the City's modernization efforts.

The City continues to monitor and consult with Public Health and Occupational Health and Safety and adapt re-opening and return-to-work plans. At present, City Hall, Metro Hall and the Civic Centres remain closed to the public except for select in-person counter services at some locations. The re-opening of Council meeting spaces and

Councillors' offices and expanding in-person services will be considered as decisions are made regarding buildings re-opening to the public.

In buildings the City leases as a tenant, Corporate Real Estate Management is working with the landlords to ensure that City staff are provided the same level of safety measures as those in City-owned buildings.

### *C. Mandatory Vaccination Policies for City Staff and Contractors*

On August 26, 2021, the City announced a mandatory vaccination policy for all City staff. Staff were required to disclose their vaccination status by September 17 and required to have a first dose of vaccine by September 30 and a second dose by October 30. As of October 6, 89% of staff who provided disclosure are fully vaccinated and 95% of employees provided disclosure of vaccination. Starting the week of November 1, staff who do not provide proof of receiving two doses of a COVID-19 vaccine will be suspended for six weeks without pay. During the suspension, staff may return to work if they provide proof of having received two doses of a COVID-19 vaccination. After the unpaid suspension, on December 13, if staff do not provide proof that they are fully vaccinated, their employment will be terminated for cause as they will have chosen not to comply with the mandatory COVID-19 vaccination policy. The policy indicates the City will continue to comply with its human rights obligations, and employees who are not able to obtain a COVID-19 vaccine under a protected ground set out in the Ontario Human Rights Code, will be entitled to accommodation.

On September 29, the City released a policy regarding mandatory vaccination for City contractors who work at City sites and interact with City staff. Following the City's adoption of mandatory vaccination policies for staff, City agencies and corporations were encouraged to adopt similar policies and staff continue to provide support, as required ([www.toronto.ca/news/city-of-toronto-releases-covid-19-vaccination-policy-for-city-contractors/](http://www.toronto.ca/news/city-of-toronto-releases-covid-19-vaccination-policy-for-city-contractors/)).

The introduction of these policies demonstrates the City's leadership as an employer and government to protect the health and safety of staff and the residents we serve.

### *D. City Council and Board meetings*

Based on the current public health data, the City Clerk's Office determined that the current committee meeting cycle, which started on October 12 and ends with the Council meeting on November 9th and 10th, would be held virtually. The City Clerk continues to monitor public health information and required logistics to determine when Council and Committee meetings could resume in-person.

The meetings of the City's boards that are supported by the City Clerk's Office will remain virtual until at least the end of the year.

### *E. Agencies and Corporations*

While City agencies and corporations also undertake their return to office and resumption of services where appropriate, the City will continue to provide updates,

share information and monitor the impact of the COVID-19 pandemic on their operations and assess how to proactively strengthen communications, policies and processes that support these bodies in the coming months, and how lessons learned could be applied in future emergencies.

## 2. Intergovernmental Update

City officials continue to advance the renewed intergovernmental strategy as outlined in the March 2021 City Manager's recovery report and to engage federal, provincial and regional counterparts on COVID-19 emergency response and shared recovery priorities. An update on key intergovernmental actions and the City's discussions with other governments is provided below. Additional information such as specific federal and provincial announcements related to the City's recovery priorities has been added to the RecoveryTO webpages ([www.toronto.ca/RecoveryTO](http://www.toronto.ca/RecoveryTO)).

### A. Federal Update

- A federal election was held on September 20, 2021, which resulted in a Minority parliament led by Prime Minister Justin Trudeau. National and electoral district results can be found at Elections Canada at [www.elections.ca](http://www.elections.ca).
- Big City Executive Partnership (BiCEP): The City Manager continues to meet with big city peers to share ongoing situations related to COVID-19 and recovery and engage officials at the Federation of Canadian Municipalities (FCM) and the federal government. Recent discussions have included the ongoing pandemic response.

### Federation of Canadian Municipalities (FCM)

- The FCM welcomed the incoming Government on September 21, 2021 and outlined the need for governments to build the recovery together. FCM's priorities for the federal election focussed on recommendations that would enable local frontline solutions and would build a stronger, more inclusive, more sustainable Canada. ([fcm.ca/en/news-media/news-release/fcm-welcomes-new-federal-government-lets-build-canadas-recovery-together](http://fcm.ca/en/news-media/news-release/fcm-welcomes-new-federal-government-lets-build-canadas-recovery-together) and [ourfrontlinesolutions.ca](http://ourfrontlinesolutions.ca)).
- The FCM Board of Directors was held from Sept 21-24, 2021 and included discussion about the various commitments made during the federal election and ways to advance FCM priorities ([fcm.ca/en/news-media/news-release/municipal-leaders-ready-work-new-federal-government-build-canadas-recovery](http://fcm.ca/en/news-media/news-release/municipal-leaders-ready-work-new-federal-government-build-canadas-recovery)).

### Big City Mayors Caucus (BCMC):

- The BCMC is meeting on October 13, 2021 to discuss working with a new Parliament on recovery. The meeting includes a discussion with the Prime Minister and the Minister of Intergovernmental Affairs (<https://fcm.ca/en/news-media/news-release/lets-drive-the-recovery-big-city-mayors>).

### B. Provincial Update

- Conversations at the provincial level continue to primarily focus on COVID-19 emergency response, but have evolved to also include discussions on reopening and recovery:
- The Ontario Legislature resumed sitting on October 4, 2021 with the Lieutenant-Governor delivering a Throne Speech on behalf of the Provincial government which recapped measures taken to control COVID-19, outlined planned investments in the

hospital and long-term care sector, and committed to work towards recovery "fuelled by economic growth, not painful tax hikes or spending cuts (news.ontario.ca/en/speech/1000920/protecting-ontarios-progress).

- Staff continue to meet regularly with officials from the Province and Association of Municipalities of Ontario (AMO) through the Provincial-Municipal Technical Working Group on Emergent Municipal Needs in Response to COVID-19, using this as a forum to discuss specific issues related to responding to the pandemic. More recently, this has included topics such as the future wind-down of emergency orders, main street recovery, and proof of vaccination rollout.
- Political tables such as Ontario's Big City Mayors (OBCM) continue to be engaged in discussions on protecting public health and supporting residents and businesses through the pandemic.
- Recent discussions ([www.ontariobigcitymayors.ca/news/](http://www.ontariobigcitymayors.ca/news/)) have broadened to encompass recovery issues, including requests for the Province to:
  - decriminalize controlled substances and continue to create and fund mental health crisis response units;
  - conclude an agreement on child care based on the federal government's 2021 Budget proposal; and
  - implement a province wide proof of vaccination system.

### *C. Regional Update*

#### GTHA Recovery and Prosperity Alliance

- The City Manager and senior leadership across region continue to collaborate via the Greater Toronto and Hamilton Area Recovery and Prosperity Alliance (GTHA-RPA) on shared interests and outcomes to enable the recovery of the region and rebuild from COVID-19.
- The Alliance continues to explore opportunities to improve the effectiveness and efficiency of service delivery, reduce costs and bring innovation through enhanced collaboration and cooperation in five areas of mutual interest: transit, housing, digital infrastructure, municipal procurement and sustainable finance.
- The GTHA-RPA is supported by each participating municipality and has leveraged external expertise to build the governance model and provide the expertise required to advance these opportunities. External support has been critical in capitalizing on the momentum of municipalities as they engage in innovative approaches to regional collaboration.

#### Greater Toronto and Hamilton Area Mayors and Chairs

- The Greater Toronto and Hamilton Area Mayors and Chairs continue to meet regularly. Recent discussion topics include vaccination roll out and pandemic-related municipal costs.

### *D. Infrastructure Funding*

City staff continue to pursue available funding opportunities from the federal and provincial government. Recent applications have been submitted to the following infrastructure funding programs under the delegated authority provided by City Council on July 14, 2021 (EX25.2), and are currently under federal or provincial review:

- Canada Community Revitalization Fund – Federal
- Community Building Fund (Capital Stream) – Provincial
- Green and Inclusive Community Buildings – Federal (also see MM12.10)

Eligible projects that best met mandatory program requirements and align with City priorities were identified following targeted outreach to relevant City divisions, agencies and corporations.

Staff continue to engage on a number of federal and provincial programs that are currently accepting applications, also under applicable delegated authorities provided by City Council for staff to seek funding (CC21.20, EX6.4, EX21.2). This includes:

- Disaster Mitigation and Adaptation Fund – Federal
- Natural Infrastructure Fund – Federal
- Research and Knowledge Initiative – Federal

Given the volume of funding programs and the compressed timelines, this report recommends that City Council extend the authority adopted on July 14, 2021 (EX25.2) for the City Manager and/or other relevant City officials to apply for and receive funding, and to execute intergovernmental agreements until the first scheduled City Council meeting after January 31, 2022. This will ensure that the City is able to pursue funding opportunities available this year and be in a position to submit an infrastructure funding report to City Council in February 2022 as part of the Budget process on approved projects, as City staff continue to engage with the federal and provincial governments on the City's active funding applications.

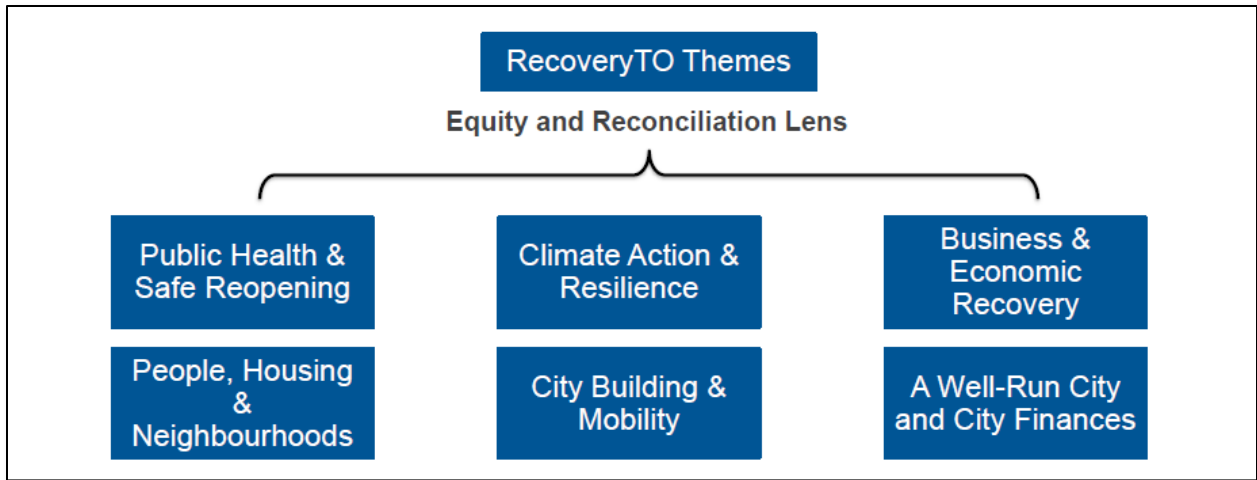
### **3. Toronto.ca/RecoveryTO**

RecoveryTO continues to provide a snapshot of recovery-related highlights along 6 key recovery themes. The website, launched in July 2021 provides Council and City residents, staff and other stakeholders a single entry point from which they can easily navigate recovery information from the City's media releases, Council reports, dashboards and other webpages.

Information on RecoveryTO is categorized into the following 6 themes. Integrated throughout the content is a focus on equity and reconciliation initiatives and priorities for recovery as well as information on the City's partnerships and intergovernmental initiatives as key pillars for recovery.

- Business & Economic Recovery
- Public Health & Safe Reopening
- People, Housing & Neighbourhoods
- City Building & Mobility
- Climate Action & Resilience
- A Well-Run City & City Finances





*A. Public Health & Safe Reopening*

The Board of Health and City Council continue to receive reports from the Medical Officer of Health on the City’s response to COVID-19. The September update included information on the City’s continued vaccination strategy, including hyper-local efforts, the provincial vaccine certificate program and workplace vaccination policies. Toronto Public Health continues to monitor local epidemiology and vaccination rates to understand the impact of the COVID-19 pandemic on the city.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.HL30.1>

*B. Business & Economic Recovery*

RecoveryTO highlights initiatives that support business and economic recovery in several sectors. Programs like CafeTO and ShowLoveTO are making it easier for residents to support local businesses and organizations. Other key initiatives that can be found on RecoveryTO include consultations on the Digital Infrastructure Plan, the Black Food Sovereignty Plan, and intergovernmental programs supporting a PPE testing project and the Toronto Main Street Recovery and Rebuild Initiative.

[www.toronto.ca/recoveryto-business-economic-recovery/](http://www.toronto.ca/recoveryto-business-economic-recovery/)

*C. People, Housing & Neighbourhoods*

RecoveryTO highlights Toronto City Council’s priorities for people, housing & neighbourhoods such as providing additional housing options as quickly as possible following the impacts of the COVID-19 pandemic. City Council approved Phase Two of the Rapid Housing Initiative in October to create 1000 affordable rental units within a 12-month period for those at high risk of homelessness. City Council is also advancing the development of 5200 affordable rental home for the Indigenous community in partnership with Miziwe Biik Development Corporation. Other key recovery initiatives highlighted on RecoveryTO include the City’s support to communities through the re-opening of services such as the introduction of ParkFitTO to ensure outdoor fitness programming is available and the approved implementation of a Toronto Black Food Sovereignty Plan. Staff are also engaged in the resettlement of Afghan refugees and

are in active discussions with both Provincial and Federal colleagues on supports that will be needed and how to best mitigate the challenges created by COVID-19.

[www.toronto.ca/recoveryto-people-housing-neighbourhoods/](http://www.toronto.ca/recoveryto-people-housing-neighbourhoods/)

#### *D. City Building & Mobility*

City building and mobility highlights on RecoveryTO include an update on the TOCore initiative and the implementation strategy for the Downtown Parks and Public Realm Plan that guide the design and development of public open spaces. The Planning and Housing Committee also considered the City's growing experience with virtual methods to engage the public in the planning process, which have become common due to pandemic restrictions, and recommended a review of engagement activities to improve equity and accessibility. [www.toronto.ca/recoveryto-city-building-mobility/](http://www.toronto.ca/recoveryto-city-building-mobility/)

#### *E. Climate Action & Resilience*

RecoveryTO highlights important actions the City continues to take to support climate action and resilience. Updates include new funding from the Federation of Canadian Municipalities that support the City's Home Energy Loan Program (HELP) for homeowner energy retrofits, training for residents and community leaders to become Neighbourhood Climate Action Champions, and new PollinateTO grants to support community-led efforts to create pollinator habitat on public and private lands. In addition, new construction work on Lakeshore Avenue East will enable the redesign and naturalization of the Don River, which is a critical element for Port Lands flood protection. <http://www.toronto.ca/recoveryto-climate-change-resilience/>

#### *F. A Well-Run City & City Finances*

RecoveryTO continues to show how the City is adapting to the pressures that COVID-19 has had on its finances and operations. Despite significant financial impacts, Moody's Investors Service has reaffirmed the City of Toronto's credit rating of Aa1 with a stable economic outlook. DBRS Morningstar, an international bond credit rating firm, has also confirmed the City of Toronto's AA credit rating with a stable outlook on the City's issuer rating and long-term debt for the 19th consecutive year. Additional information on the City's finances was provided by the Chief Financial Officer & Treasurer through the Operating Variance Report to the previous Council meeting with summary information included in the Financial Impact section of this Report.

The City has continued its progress in rapidly evolving and digitizing service delivery to improve access to City services, provide a consistent customer experience, and optimize cost-efficiencies. This includes service improvements to how and where residents, businesses and visitors can access services, including across multiple service channels and more digital self-serve options. This Fall the City is on track to launch two new service modernizations:

- Digital payment options for property tax, utilities, and parking fines, including e-billing features, as a first phase;
- Digitizing 311 Toronto services with 600 service requests now available online with proactive and automated service tracking and notifications for the public.

As part of its service modernization the City is committed to ensuring service equity, accessibility, privacy and security, and offering the simple and modern digital options the public expects.

The City's return to office and the reopening of in-person City services is provided earlier in this report in Section 1 Update on City Services and Operations.

<https://www.toronto.ca/recoveryto-a-well-run-city-city-finances>

Additional information on reports and announcements related to the six recovery themes are found on RecoveryTO ([www.toronto.ca/recoveryto](http://www.toronto.ca/recoveryto))

## **4. Monitoring COVID-19 Impact and Recovery**

### *A. Coordinated Data and Research Strategy*

City Council, in response to recommendations in the COVID-19: Impact and Opportunities report from the Toronto Office of Recovery and Rebuild, directed the City Manager to improve the City's data and research coordination.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EX17.1>

The City Manager's Office (CMO) launched the Coordinated Data and Research Strategy in the spring of 2021. Following a jurisdiction scan of leading practices and operating models, key staff in the area of data and research were consulted to create an early understanding of corporate and divisional needs, strengths, gaps, and aspirations. Working from these findings, CMO will now engage participation across all divisions and with City agencies and partners to also understand their data and research needs, barriers and ideas for how to improve data collection, management, analysis and application to strategic decision-making.

### *B. Key Recovery Indicators*

RecoveryTO links a range of dashboards and indicators that support City staff, partners and the community to access information and trends on public health, economic recovery, housing related information and more ([www.toronto.ca/recoveryto](http://www.toronto.ca/recoveryto)).

Highlights of recent trends include:

- The number of Toronto residents receiving employment insurance benefits has receded in recent months, but as of July 2021 was still up more than five-fold compared to pre-pandemic trends.
- Women experienced a disproportionate share of job losses at the onset of the pandemic, and have been slower to recover these losses, a reflection of their greater representation in sectors hard hit by COVID-related business restrictions and physical distancing measures, including retail trade and hospitality. As of August 2021, city of Toronto employment (unadjusted for seasonality) among women was still more than 6% below the level of February 2020, compared with a 2% decline among men.
- Toronto's rental market has recovered in recent months following a year of COVID-related lockdowns and rent declines. According to Rentals.ca, the

average monthly rent in the former city of Toronto was \$2,170 in August 2021, up on a m/m basis for the fifth consecutive month and down just 2% y/y. Rents are expected to increase further in the year ahead as borders gradually reopen to increased immigration, international students and tourism.

- Rent Bank loans increased in 2021 compared to 2020 (increased by 70.36%) which was already much higher than pre-pandemic levels (59% increase compared to mid-2019).
- Transit use has rebounded moderately since the most severe closures and stay-at-home orders, but TTC ridership remains more than 50 percent below pre-pandemic levels, which significantly reduces revenues to the City and affects routes and service for riders.

### *C. Future Recovery Updates*

RecoveryTO will continue to serve as an important resource to understand how the City's recovery is progressing and complement recovery updates from the City Manager to City Council. Future City Manager reports will highlight the latest updates to RecoveryTO along with other critical information and recommendations that have not otherwise been communicated in reports to Standing Committees or Council and are cross-cutting or whole-of government in nature, for City Council's consideration.

## **CONTACT**

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## **SIGNATURE**

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City Manager