

# Attachment 7: YongeTOMorrow Public Consultation Summary Round 3

yongeTOMorrow

**E19.11**

## Round Three Consultation Summary Report

Prepared by LURA Consulting  
November 2020

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# Executive Summary

YongeTOmorrow is a Municipal Class Environmental Assessment (EA) working to develop and evaluate design options to increase pedestrian space and improve the way people move through and experience Yonge Street between Queen Street and College/Carlton Street.

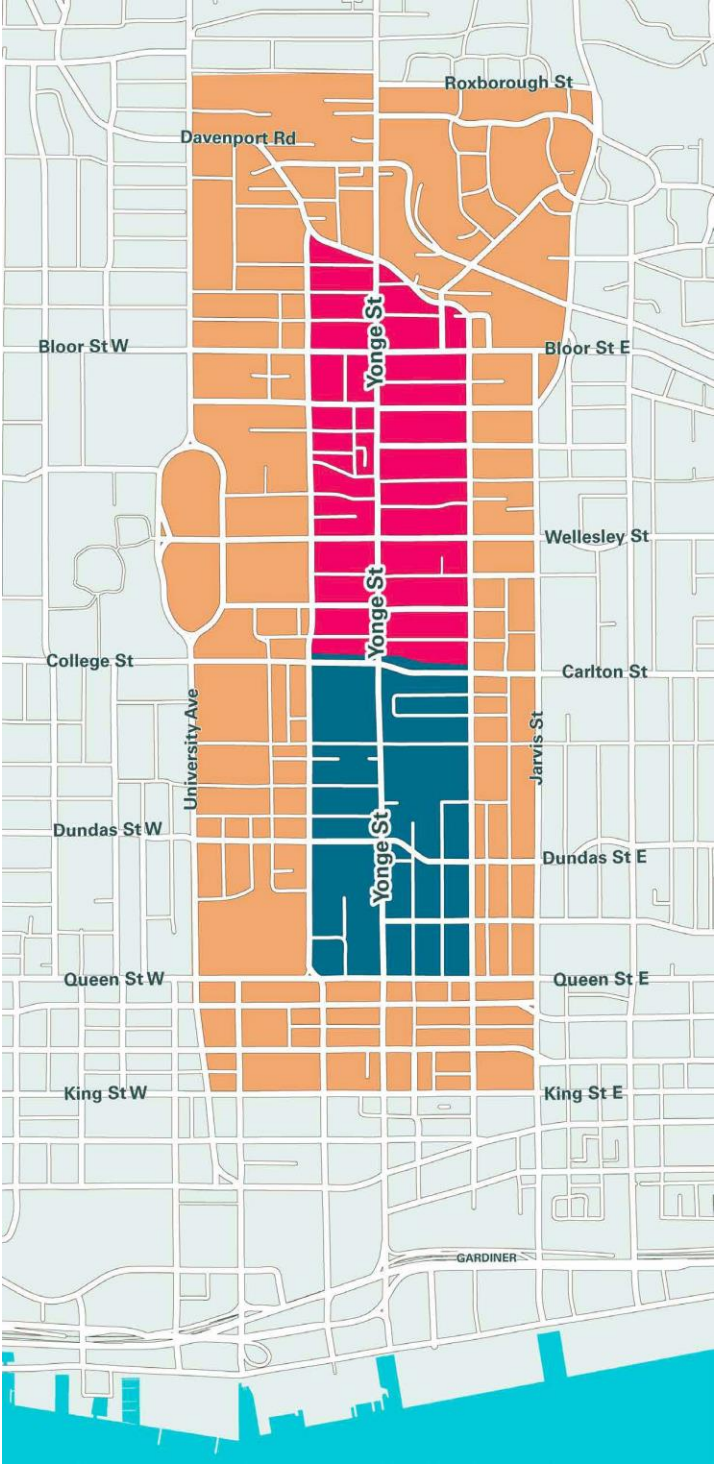


Figure 1: Map of the yongeTOmorrow Study Area

Leading up to Round Three Consultation, Preferred Alternative 4 was developed into three Design Concepts that provide more detail and address feedback related to each block section of Yonge Street. A detailed evaluation was completed and Design Concept 4c (Pedestrian Priority with One-Way Driving Access and Cycle Tracks) was selected as the Recommended Design Concept as it best supports the four objectives of mobility, livability, sustainability, and prosperity. It offers ways to access and experience Yonge Street by walking or cycling, by using transit or driving a vehicle.

During Round Three Consultation, residents, businesses and stakeholders were engaged to review and provide feedback on the Recommended Design Concept for Yonge Street and consider how the design supports the project objectives.



Figure 2: Three Design Concepts for Yonge Street

## Project Communications and Engagement Activities

Due to the COVID-19 pandemic, Round Three Consultation activities were adapted to ensure the health and safety of all community members and to align with public health recommendations. Face-to-face engagement activities were substituted with online and telephone interactions.

Public communications to promote Round Three Consultation included flyers delivered to addresses within the study area, a promotional video, email invitations to stakeholders and project list members and social media posts.

This round of public consultation resulted in over 1,600 points of engagements and included a variety of engagement opportunities:

- over 30 participants at each of the three Stakeholder Advisory Group (SAG) meetings
- over 20 individual stakeholder meetings (i.e., properties, businesses and organizations)
- presentation to the City's [Design Review Panel](#)
- 206 attendees for a virtual public meeting
- 1,334 completed online questionnaires
- over 70 emails and phone calls received and recorded

## What We Heard

Participants were asked how well the five project objectives are achieved by the Recommended Design Concept (4c). The project objectives are:

- Improve the pedestrian experience on Yonge Street.
- Improve the cycling experience downtown.
- Provide vehicle access for ride hailing, deliveries, and off street parking.
- Provide space for patios and on street retail.
- Support festivals and events.

Highlights of feedback are organized into key categories and are summarized below.

### Overall Feedback on Recommended Design Concept

There was an overall positive response across the online questionnaire and public meeting regarding the Recommended Design Concept. SAG participants expressed varied levels of support for the design and comments recorded from email and phone calls were more mixed between agreement and disagreement with the recommendations. Some participants were concerned about the level of confusion for all road users as the road operation changes from block to block. There was support for a more consistent operation throughout the focus area to reduce confusion for users. SAG participants noted that their priorities for yongeTOmorrow had not changed given COVID-19. Business stakeholders expressed concern for the economic impacts of removing daytime vehicular access on sections of Yonge Street.

### Pedestrian Experience

Support was expressed for the Recommended Design Concept as it relates to improving the pedestrian experience. Participants shared that COVID-19 has either further emphasized the need for wider sidewalks and greater spatial allocations for pedestrians or raised questions about what pedestrian volumes will be post-pandemic. There were questions about how accessibility would be maintained in the pedestrian priority zones. Participants noted that it would be important to ensure that the zones remain vibrant through programming of the street. Concern was also expressed regarding pedestrian safety as it relates to interactions with cyclists and vehicles.

### Cycling Experience

There was support for the Recommended Design Concept as it relates to the cycling experience. Participants shared support for clear and dedicated separation of cyclists from other road users, and concern about the interaction of cyclists and other road users such as pedestrians and delivery vehicles. It was noted that sufficient bike storage should be included in the design. Connections to the existing cycle network was considered important to participants.

## **Vehicle Access**

There were diverging views about the level of vehicle access that should be included in the design. There was concern that the design may increase traffic volumes on adjacent streets. Some participants suggested dedicated delivery zones on side streets and limiting ride hailing on one-way streets while many businesses have requested dedicated curbside delivery zones on Yonge Street. There were also diverging views on how businesses will be impacted by reduced car access. Questions were raised about what physical elements would be used to restrict vehicle access in pedestrian priority zones and how emergency services would maintain access in those areas.

## **Space for Patios and Street Retail**

There was general support for improving patio and street retail spaces, however there was a desire to further expand pedestrian spaces. There was support for greater separation between patios and other street users. There was some concern that vehicle access will detract from the outdoor dining experience. Suggestions were made to include more trees, greenspace, public art and furniture into the design. There were concerns about how the street will remain vibrant over the winter months.

## **Space for Festivals and Events**

There was support for space for festivals and events along the street, including for occasional road closures to accommodate these events. It is important for the street to remain accessible for other users during events, and participants supported the flexibility of the street to accommodate a range of uses. Public washrooms, seating, and rest areas were considered important to the enjoyment of festivals and events.

## **Next Steps**

The feedback received from Round Three Consultation will be used to inform the next phase of the study. The next phase includes the refinement and confirmation of a Recommended Design Concept followed by a report to the City's Infrastructure and Environment Committee and City Council in January 2021. Following Council's approval, an Environmental Study Report (ESR) will be submitted to the Province with a 30-Day Public Review Period. For more information, please visit: [toronto.ca/yongeTOmorrow](https://toronto.ca/yongeTOmorrow).

## Overview of Public Consultation

As part of the Round Three Consultation process, residents, businesses and stakeholders were engaged in the development and consideration of the Recommended Design Concept for Yonge Street. The Recommended Design Concept proposes a two lane road that can be operated in different ways to accommodate the needs of particular blocks. This report summarizes the communications and consultation activities carried out and feedback received leading up to, during and after the virtual public meeting held on September 16, 2020.

The Project Team is committed to engaging stakeholders in a meaningful way that is transparent, inclusive, contemporary, and accountable. It is important to make it easy for people to learn about the project, provide feedback and at this stage, help inform the preferred design concept for the re-design of Yonge Street.

Due to the COVID-19 pandemic, Round Three Consultation activities were adapted to ensure the health and safety of all community members. In alignment with public health recommendations, all face-to-face engagement activities were substituted with online and telephone interactions.

### Notification and Communications

Public communications were used to promote awareness of the consultation process, collect broad perspectives and engage stakeholders and the public on potential street design options for Yonge Street:

- 98,825 flyers delivered by Canada Post (September 2, 2020) for virtual public meeting to study area bound by King Street, University Avenue, Roxborough Street and Jarvis Street
- video (1 minute +) with call-to-action shared on social media and project web page
- online briefing video for Recommended Design Concept
- printed information materials available at Central YMCA, 20 Grosvenor Street (September 3 to October 5, 2020)
- email invitation to SAG members consisting of resident, business and community organizations
- e-updates to project mailing list: 676 subscribers (September 2, 15, and 30, 2020)
- social media posts: Twitter: @CityofToronto, @TO\_Transport, @GetInvolvedTO and Instagram: @CityofTO and Facebook: City of Toronto (various from September 3 to October 5, 2020)
- paid promotion on Twitter, Facebook and Instagram (started September 3 through to September 30, 2020)
- paid advertisements in NOW Magazine (September 3 and 10, 2020)
- street decals (September 18, 2020)
- media stories including: CBC, TVO, BlogTO, Toronto Star, and Toronto Life among others
- project web page: [toronto.ca/yongeTOMorrow](https://toronto.ca/yongeTOMorrow) viewed 8,710 times between September 2 and 30, 2020

## Activities

Public input was collected through the following consultation activities:

- SAG meetings (Meeting #5, February 25, 2020; Meeting #6, July 9, 2020)
- Virtual Public Meeting (September 16, 2020) – 206 participants
- 1,334 completed responses to the online questionnaire
- Design Review Panel (September 17, 2020)
- over 60 individual stakeholder meetings, which are ongoing throughout study (Appendix 3 for list of organizations)
- over 70 emails and phone calls logged for Round Three Consultation with over 200 emails and phone calls to date, which are ongoing throughout study

## Submissions/Letters Received

- Ryerson City Building Institute (July 14, 2020)
- Consortium of Yonge Street businesses and landlords (July 23, 2020)
- Downtown Yonge Business Improvement Area (DYBIA) (September 11, 2020)
- Toronto Community Bikeway Coalition (September 17, 2020)
- Bay Cloverhill Community Association (BCCA) (October 15, 2020)
- Milkin Corporation (October 29, 2020)

## Feedback Summary

The following section provides a summary of the feedback received from the different Round Three Consultation activities. All comments received have been reviewed and organized to identify key themes, priorities, preferences and differences in opinion.

### Consultation Overview

Participants were presented with three design concepts developed for the preferred alternative solution (Preferred Alternative 4) which was identified in the previous round of consultation. The three concepts divide Alternative 4 into smaller blocks to address feedback and provide more detail.

- Design Concept 4a proposes the most pedestrian priority zones
- Design Concept 4b proposes pedestrian priority zones with two-way driving access
- Design Concept 4c proposes pedestrian priority zones with one-way driving access and cycle tracks (see Figure 2 above)

A detailed evaluation was completed and Design Concept 4c was selected as the Recommended Design Concept as it best supports the four objectives of mobility, livability, sustainability, and prosperity. It offers ways to access and experience Yonge Street by walking or cycling, by using transit, or driving a vehicle.

Design Concept 4c is shown in Figure 3 below.



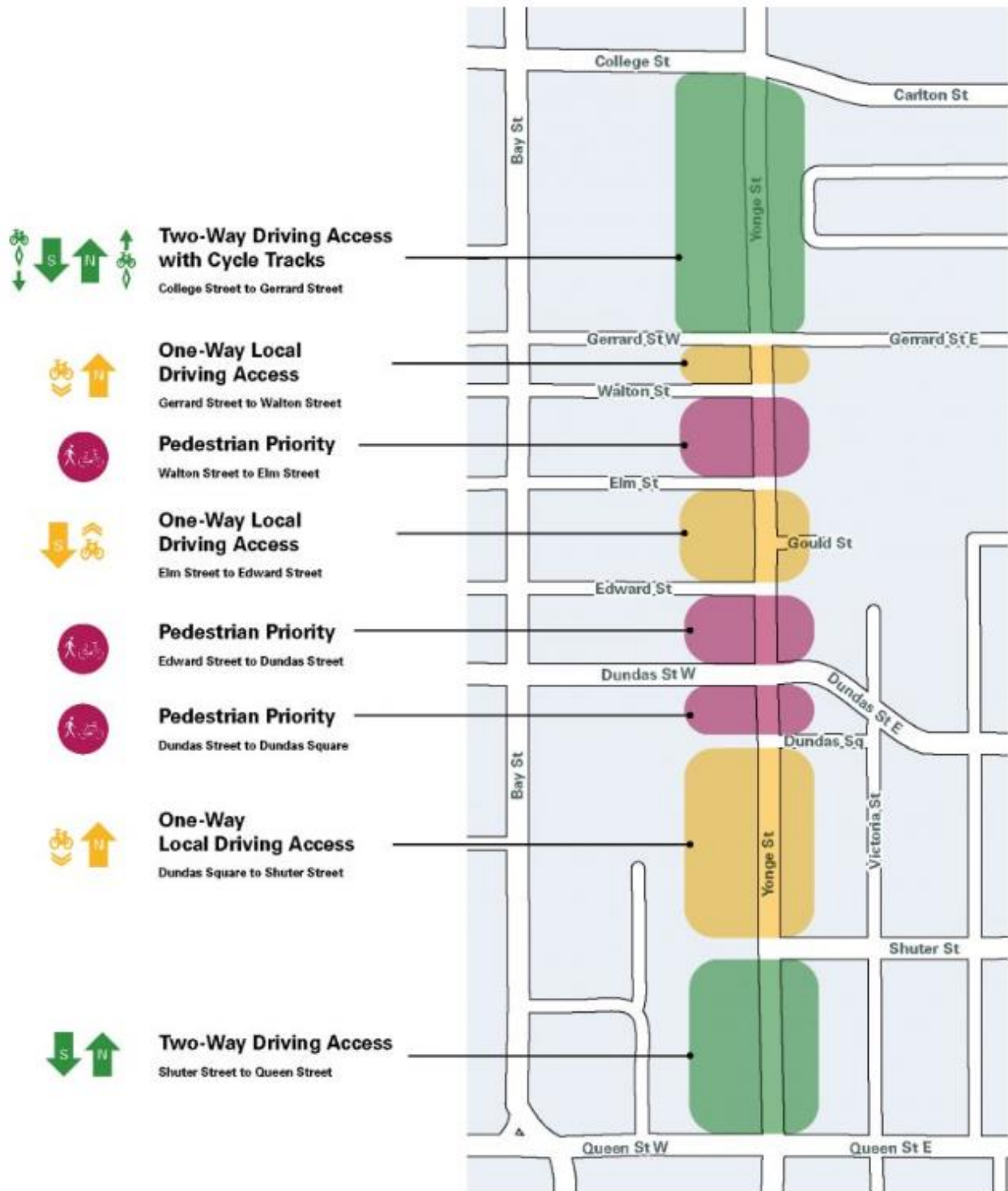


Figure 3: Recommended Design Concept 4c

## Stakeholder Advisory Group

Local community stakeholders formed a SAG that have met with the Project Team six times throughout the yongeTOMorrow study. Stakeholders were engaged in three meetings during the Round Three Consultation.

### Who Participated?

The stakeholders include representatives from: property owners/operators, Business Improvement Areas, Residents' Associations, research and advocacy groups and educational institutions. Full meeting summaries, along with a list of participating organizations, are available to review on the project web page.

### Meeting #5: Emerging Preferred Alternative Design Concept

The fifth meeting took place on February 25, 2020, with a presentation on the emerging preferred design concept (4c) and workshop style discussion about refinements to the design (including operations, functionality, and look-and-feel).

### Key Points:

- Overall, the emerging preferred design concept was received positively by participants.
- The emerging design concept for College Street to Gerrard Street was well received by participants. Elements such as pedestrian clearway widths, lay-bys and reduced vehicle lanes were all supported. The majority of participants were pleased to see the introduction of cycling lanes on this segment of Yonge Street while some participants continued to be opposed to cycling lanes.
- From Gerrard Street to Walton Street, some participants expressed interest in seeing two-way vehicle access to service future developments and the extension of Walton Street to Bay Street.
- Some participants questioned placement of a pedestrian priority zone from Walton Street to Elm Street because it is disconnected from the other pedestrian priority zones to the south. It was suggested that plans for animation should be addressed to ensure that the pedestrian priority zone remains vibrant.
- From Elm Street to Edward Street, participants provided the greatest amount of critical feedback and questions regarding what types of vehicles would be permitted to use the local access loop.
- From Edward Street to Dundas Square, there was support for designating the area as a pedestrian priority zone. Participants were curious about measures to encourage safe interaction between cyclists and pedestrians. Participants also encouraged the need for animation and programming in this section of the street to promote safety and foster vibrancy.
- From Dundas Square to Shuter Street, participants noted that this area needs ample space for loading and passenger pick up and drop off to support the theatres and businesses without rear access. Participants noted the need for traffic control measures in this segment as the availability of the southbound lane may encourage vehicles to U-turn and travel southbound on the street.
- From Shuter Street to Queen Street, participants were in favour of traffic calmed conditions on the street by reducing traffic to two lanes. Cycling facilities were encouraged by a few participants in this area.

## **Meeting #6: Project Update and COVID-19 Pandemic Check-In**

The sixth meeting took place on July 9, 2020, and sought feedback on the effects of the COVID-19 pandemic (i.e., physical distancing requirements, economic support and recovery) and other ongoing events and conversations (i.e., race and equity, crime prevention and policing, mental and physical health needs).

### **Key Points:**

- Participant methods of traveling to and from Yonge Street have changed since COVID-19. There is an overall decline in stakeholder visits to Yonge Street.
- The experience of traveling to Yonge Street has changed. People may be nervous to take transit and may drive instead. Measures are needed to ensure people have ways to access Yonge Street comfortably during these unprecedented times (e.g., wide sidewalks, cycling infrastructure, etc.).
- The majority of participants noted that their priorities for yongeTOMorrow have not changed given COVID-19 and ongoing conversations.
- For some, COVID-19 has further emphasized the need for wider sidewalks and greater spatial allocations for pedestrians. For others, there is skepticism about the volumes of pedestrians being planned for. Given that residents may think twice about being on public transit, some felt that vehicle access should be maintained.
- Yonge Street is currently unwelcoming from a streetscape perspective. The boarded windows and hoarding presented during the early months of the pandemic emphasized the lack of greenery, natural elements and beautification of the street.
- The pedestrian and cycling experience should be prioritized over the car in the recovery from the pandemic. People may be hesitant to return to public transit in the months following the pandemic, which means ample space will be needed to support pedestrian movement and safe cycling.
- Protected space is needed for businesses that do not have rear access or loading docks.
- Equity must be confirmed as a core principle of yongeTOMorrow. The design should actively provide benefits to all those who live in, work in, and visit the neighbourhood.
- Temporary interventions such as CurbTO, CaféTO and ActiveTO should be closely monitored to assess impacts on accessibility, movement and congestion as they could offer valuable lessons to inform and refine the yongeTOMorrow design concepts.

Detailed stakeholder meeting summaries, including list of participants and design drawings, are available to review on the project web page [toronto.ca/yongeTOMorrow](https://toronto.ca/yongeTOMorrow) under the consultation tab.

### **Design Review Panel**

On September 17, 2020, the City provided an update on the yongeTOMorrow study and presented the Recommended Design Concept to the Design Review Panel (DRP). The Panel's advice was sought on how the recommended design supports the project objectives.

## **Who Participated?**

Meeting attendees included the DRP members, City staff and a representative from the design team. The DRP is comprised of professional architects, landscape architects, urban designers and engineers who provide advice to city staff in matters that impact the public realm.

### **Key Points:**

- The Recommended Design Concept has a good balance of vehicular access and pedestrian priority.
- Ensure that the concept openly enables and celebrates Yonge Street's social and cultural context.
- There is concern that an over-pedestrianization of Yonge Street could sterilize the character of the street.
- Street trees, style of lighting and quality of design will be key for pedestrian comfort.
- Furnishing should be diverse. Consider flexible furniture that can adapt to retail needs.
- Embed into the design a holistic, physically visible sustainability strategy that openly educates and informs the community.
- Explaining/illustrating the consistent physical design and flexibility of use is important.

## **Virtual Public Meeting**

On September 16, 2020, the City hosted a virtual public meeting using Webex Events to provide an update on the study, present the Recommended Design Concept for Yonge Street, and provide an opportunity for community members to ask questions and give feedback.

Consultation materials were provided in advance of the meeting and included an Online Project Briefing Video and Information Package. Hard copy materials were available to be picked up from Central YMCA at 20 Grosvenor St. Public Meeting #3 was recorded and is available on the project website. Participants were also encouraged to share feedback via the online questionnaire and/or submitting comments via email and/or phone before and after the event. The online questionnaire was open from September 2, 2020 to October 5, 2020.

## **Who Participated?**

The event was attended by approximately 206 participants. Attendees were able to participate by telephone, smartphone/tablet, or desktop/laptop computer.

### **Key Points:**

- In terms of the overall design, participants were interested in why the various designs were proposed for each block.
- With respect to cycling, participants were interested in the rationale for selecting the blocks that include cycle tracks and whether there would be clear separation of cyclists and other road users.
- With respect to accessibility, participants were interested in how people using mobility aids requiring drop offs by Wheel-Trans or private vehicles would be able to reach destinations located within pedestrian priority zones. They were also interested in how the paving material would support accessibility for all users.

- With respect to pedestrian safety, there was support for clearways designated for pedestrians only, compared to other wheeled modes of transportation (e.g., bicycles, scooters, e-bikes, etc.) in the pedestrian priority zones.
- With respect to driving routes, there was concern that traffic on adjacent streets would be increased because of the Recommended Design Concept and that drivers may have difficulty navigating the different blocks of the focus area.
- With respect to the design, questions were raised about what physical elements would be used to restrict vehicle access (i.e., gates) in pedestrian priority zones and how emergency services would maintain access in those areas.
- There was interest in how businesses would be impacted by reduced driving access.

See Appendix 1 for more information and detailed answers to feedback.

### Online Questionnaire

An online questionnaire was made available between September 2 and October 5, 2020 and was completed by 1,334 participants. Participants were asked to review the Recommended Design Concept for Yonge Street and consider how the recommended street design supports the five project objectives for Yonge Street. The project objectives are:

- Improve the pedestrian experience on Yonge Street.
- Improve the cycling experience downtown.
- Provide vehicle access for ride hailing, deliveries, and off street parking.
- Provide space for patios and on street retail.
- Support festivals and events.

### Who Participated?

Participants indicated that their association with Yonge Street included:

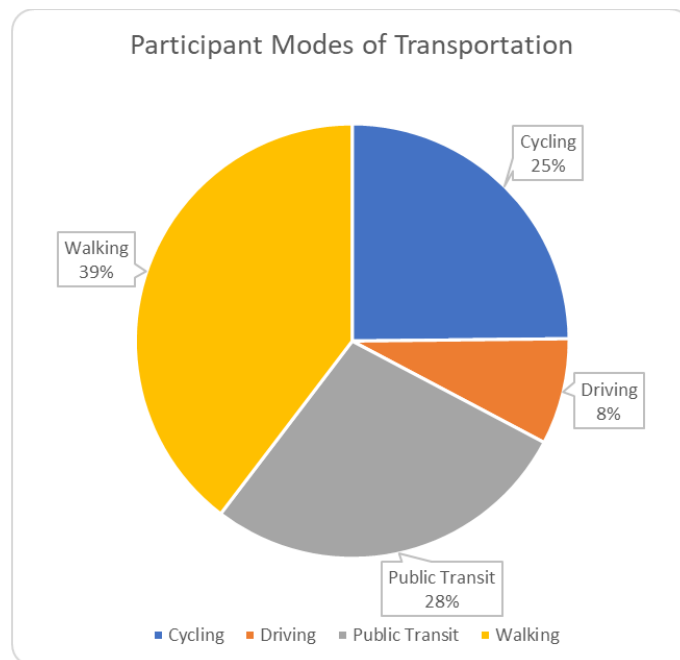


Figure 4: Modes of Transportation Used by Participants to Access Yonge Street

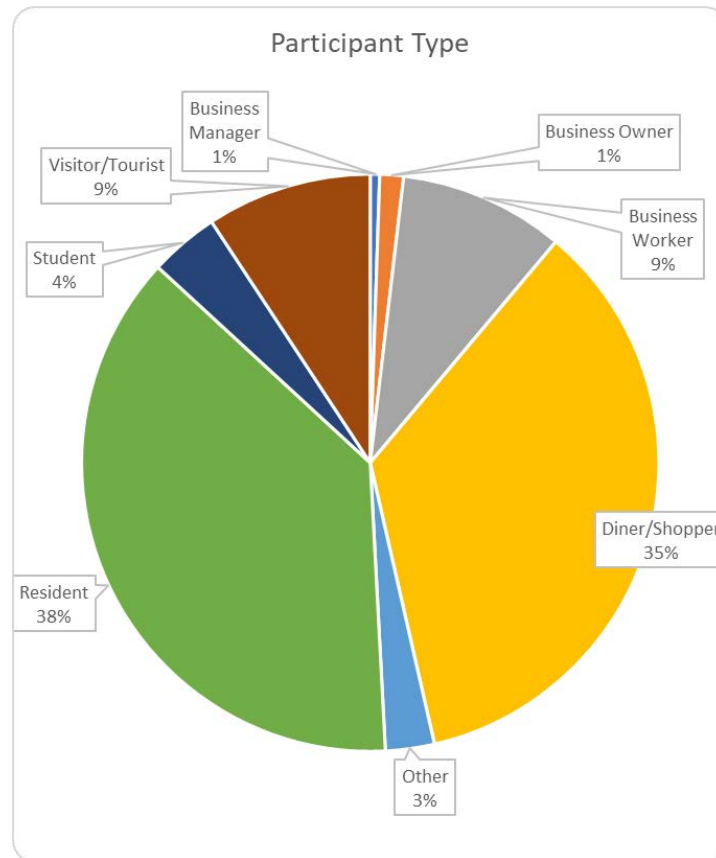


Figure 5: Participant Type in Relation to the Study Area

### Key Points:

- There was overall support for the Recommended Design Concept as it relates to improving the pedestrian experience.
- Participants were supportive of the proposed pedestrian priority zones and some felt that the entire focus area should become a pedestrian priority zone during the warmer months of the year.
- Concern was expressed regarding the safety of pedestrians, particularly in the pedestrian priority zones, and whether they would be separated from other road users (i.e., people who cycle, use scooters or e-bikes, etc.).
- Some participants were concerned about the level of confusion for all road users because the road operation changes from block to block. There was a desire for a more simplistic design to reduce conflicts between users.
- There was support for cycling infrastructure to be connected with the existing network.
- Some participants continue to be concerned that the cycle tracks on University Avenue are not a reasonable substitution as it is too far from Yonge Street.
- There were diverging views about the level of vehicle access that should be included in the design. Concern was expressed regarding increased traffic volumes on adjacent streets and higher commute times because of the vehicle restrictions.
- Some participants felt that ride hailing and delivery services should be restricted to side streets only.

- There was support for public patio spaces that are not reserved for restaurant customers.
- Participants suggested more trees, greenery, and public art be included in the design.
- It was noted that public washrooms, seating and rest areas are important to support enjoyment of festivals and events.
- There was support for flexibility of the street design to accommodate a range of events and uses.

See Appendix 2 for the complete online questionnaire feedback.

### **Individual Stakeholder Meetings**

The Project Team is meeting individually with various stakeholders throughout the process to gather feedback from those who are directly impacted by the project.

#### **Who Participated?**

Over 20 individual stakeholder meetings were held during Round Three Consultation and intended to foster open and transparent conversations with impacted groups in order to inform the final design. Meetings were scheduled upon the request of stakeholders or identified by the Project Team.

#### **Key Points:**

The key discussion topics during the individual stakeholder meetings include:

- Vehicle access was an important topic throughout discussions in terms of: deliveries and circulation; parking for customers and tenants; ride hail locations; future conditions for developments; servicing; tour bus stops; as well as staging for events.
- Downtown Yonge BIA maintains that Yonge Street should be a "flexible" street and should include: temporary closures (not permanent) to vehicular traffic; reduced vehicle lanes to one northbound lane and one southbound lane; widened sidewalks; no bicycle lanes; dedicated lay-bys for pick-up and drop-off; and that the design address community safety issues (e.g., cleaning, outreach, social services).
- There is concern that removing vehicular access for pedestrian priority areas will greatly impede the viability of businesses and economic vitality of the area.
- Some business and landlord stakeholders are not opposed to public realm improvements but rather to reducing vehicular traffic flow and reduction of driving lanes.
- It was expressed that closure of parts of Yonge Street for pedestrians and driving lane reductions will increase traffic congestion making office space less desirable for tenants.
- There is concern that the value of assets such as billboards and large screens in the focus area will be reduced by the reduction of vehicular traffic.
- It was expressed by some that wider sidewalks are not needed and that there needs to be greater enforcement and maintenance to safeguard available sidewalk space for the purposes of pedestrians and not encroachments (e.g., street performers, people experiencing homelessness).
- Some business stakeholders expressed that Yonge Street must remain a commercial strip and arterial road first in order to support business objectives.

- Some stakeholders felt that the cycle tracks that have been added recently to University Avenue can be seen as an adequate resolution and that cycling lanes are not needed on Yonge Street.
- There was support for two-way traffic movement on Yonge Street (between Walton Street and Gerrard Street) to facilitate access to new development on Gerrard Street.
- Comment that businesses north of Dundas Street differ from businesses south of Dundas Street and that there is a real opportunity to re-design Yonge Street which currently doesn't work (e.g., infrastructure, water pressure, social challenges, etc.). Allowing for more pedestrians on the street is seen as the only thing that can change current scenario and tenant retailers need to engage pedestrians, seize consumer experience and show street pride.
- Safety issues were noted by stakeholders. There is concern that increasing pedestrian amenities will encourage more undesirable and illegal activities (e.g., encampments, drug activity) and there is a feeling that businesses have been left to manage social issues (i.e., hiring security guards, clean up of discarded needles).
- Some stakeholders enthusiastically engaged the Project Team to: understand the recommendation; address business operations (e.g., deliveries, servicing); explore opportunities for retail (i.e., at grade) to engage neighbourhood; and discuss workable solutions.
- Excitement was shared about dramatic expansion of pedestrian space, improved road safety, greener and accessible streetscape to encourage people to walk more and support street retail.
- Emergency Services (i.e. Paramedic, Fire and Police) reassured that design allows for emergency vehicles to pass through pedestrian priority areas as well as interest in traffic flow along major corridors and movement through intersections.

See Appendix 3 for list of individual stakeholder meeting participants.

## Next Steps

The feedback received from Round Three Consultation will be used to inform the refinement and confirmation of a Recommended Design Concept. A report on the study's recommendations will be presented to the City's Infrastructure and Environment Committee and City Council in January 2021. Following Council's approval, an Environmental Study Report (ESR) will be submitted to the Province with a 30-Day Public Review Period. For more information, please visit: [toronto.ca/yongeTOmorrow](https://toronto.ca/yongeTOmorrow).



## Appendices

Appendix 1: Public Meeting #3 Questions and Answers

Appendix 2: Online Questionnaire Feedback Details

Appendix 3: Individual Stakeholder Meetings

Appendix 4: Additional Suggestions

## Appendix 1: Public Meeting #3 Questions and Answers

A summary of questions asked during the virtual public meeting held on September 16, 2020 is provided below. The questions are organized by theme, and responses from the yongeTOMorrow Project Team are included.

### Accessibility

- 1. This design discriminates against disabled people. I can't walk and require someone to drive me and drop me off in front of desired location. The changes being made to the city make life more difficult for people who can't walk or use a bicycle.**

The pedestrian priority zones have been developed in consultation with Wheel-Trans. Many buildings fronting the Pedestrian Priority zones also have front door access from other streets (Atrium on Bay, Eaton Centre and 10 Dundas). During the next phase of design there will be more discussion with Wheel-Trans to determine if there are any properties which will require additional accommodation for Wheel-Trans to service adequately. The Design Team will also be presenting to the Toronto Accessibility Advisory Committee.

- 2. Are the pavers shown in renderings an accessible option for wheelchair users? Why not use asphalt or poured concrete instead?**

Unit pavers signal to people walking, cycling and driving that they are in a special area that is prioritized for pedestrians. The City of Toronto updated its unit paving design standards in 2019 to better consider accessibility. Unit pavers standards for sidewalks now are:

- non-tumbled and bevel free pavers designed to be smoother under wheel and foot
- laid on a concrete base to prevent shifting and heaving
- consistent light colouring providing contrast to roadway surface (light grey pavers on the sidewalk and dark grey pavers on the roadway provides the same contrast as concrete and asphalt)

- 3. Please comment on the longevity versus cost of using paving stones instead of asphalt.**

Unit paving in general has a higher initial construction cost than asphalt but can have an overall lower life cycle cost due to less frequent resurfacing. Unit paving is often chosen for its enhanced appearance and when correctly specified and constructed it can meet or exceed the lifespan of asphalt paving. For example, the City of North Bay reconstructed its Main Street in 1983 with unit pavers and 39 years later has experience a total life cycle cost savings.

- 4. The document mentions tactile paving delineating pedestrian only versus mixed use, but the images do not depict that other than in intersections, as well as having minimal contrast between the shared use and pedestrian only section. Why is there no yellow tactile paving delineating this (which is also useful for wheelchair users to mark the presence of a curb)?**

The City standard tactile paving strip has been shown in the renderings. It consists of 600 mm of rough textured, dark coloured, unit pavers that are cane detectable. This detail is used on Sherbourne Street and Market Street. The City only uses yellow tactile indicators around transit stops. The yellow tactiles would be used around bus stops on Yonge Street.

## Business Economics

- 5. Why is there no loading zone on the east side of Yonge Street between Dundas Street and Dundas Square Street? This is the only driveway/loading zone onto Yonge-Dundas Square.**

Yonge-Dundas Square is an agency of The City. The City and Yonge-Dundas Square would work together to coordinate loading access through the pedestrian priority zone to support events.

- 6. Won't reducing driving on Yonge Street impact the success of businesses?**

Studies from across the UK and USA indicate that people walking and cycling spend more per trip and more per month on retail street than those driving. Case studies also show that reducing driving lanes to improve the walking and cycling experience attracts more visitors to retail streets. Data shows that more walking, cycling and taking transit is good for the economic health of a neighbourhood.

- 7. In terms of the research you cite, regarding the correlation between shopping and pedestrian traffic (as opposed to vehicular traffic), how successful was King Street Pilot and why were there many complaints from biz owners on King Street?**

Read the [Annual Summary Report](#) for an evaluation of the King Street Transit Pilot.

## COVID-19

- 8. There has been a lot of positive momentum related to COVID-19 relief programs such as ActiveTO (e.g., road closures and Quiet Streets). Will there be an evaluation of these short-term projects to determine if they should be made permanent?**

Yes. Staff will report back to Council on these programs and council will determine whether these programs will be temporary or long-term. The Design Team is monitoring these temporary installations to understand opportunities short and long term.

- 9. OpenStreet, ActiveTO, CaféTO, CurbTO, etc. For how long will each of these projects continue? If Yonge Street changes are made, will it be a part of these projects or yongeTOMorrow?**

The ActiveTO, CaféTO and CurbTO programs have been implemented under the direction of the Mayor and Council based on consultation and recommendations from the Medical Officer of Health to address specific issues related to COVID-19.

- [Council has approved temporary cycling infrastructure until December 31, 2021.](#)
- On October 27, 2020, [City Council requested that staff explore including a temporary protected bikeway along Yonge Street or parallel routes from Bloor Street to north of Lawrence Avenue with implementation by the second quarter of 2021.](#)
- On October 27, 2020, [Council extended CaféTO to April 14, 2021 for cafes not within the roadway.](#)

Open Streets is a weekend event that has been running since 2014.

yongeTOMorrow is a Municipal Class Environmental Assessment which is a provincial planning process for projects that may have a significant impact on local stakeholders. Changes to Yonge Street will be captured in the yongeTOMorrow report to Council.

yongeTOMorrow has observed and consulted with stakeholders regarding ActiveTO, CaféTO and CurbTO and will consider them in the yongeTOMorrow recommendations.

**10. Have public washrooms been planned or considered as part of this project? The need for washrooms has become more apparent with businesses closed and social distancing measures in place.**

To date this was not considered, but it was recently brought up by the Stakeholder Advisory Group. The Design Team is currently investigating if there are any feasible ways to address the lack of public washroom facilities as part of this project.

**11. Given COVID-19, won't more people be driving instead of taking transit?**

The majority of people who use Yonge street walk because they live, work or study in the area. Both short term and long term yongeTOMorrow supports more space for walking, cycling, on-street dining and retail.

## Cycling

**12. Why isn't there a bike lane all the way from Queen Street to College Street?**

The limited space is being prioritized for pedestrians and night bus/subway shuttle bus operation. The right-of-way is narrower south of Gerrard Street and the number of pedestrians, tourism sites and special events are much higher. Routing a high volume separated cycling facility through a busy pedestrian and tourism area without adequate space can cause challenges for people walking and cycling. A separated, high volume, cycling facility is recommended on University Avenue from College Street to Adelaide Street.

**13. Why did you add a bike lane from College Street to Gerrard Street?**

The right-of-way is wider here, tourism is lower, there are connections to the existing cycling network, and the vehicle volumes will be higher in this area due to connectivity to the north.

**14. Why not run the bike lane further to Bloor Street to help reinforce the City's work building Bloor Street bike lanes?**

Phase 2 of the yongeTOMorrow project will evaluate design alternatives for Yonge Street between College/Carlton Street and Davenport Road. The appropriateness and feasibility of cycling infrastructure will be considered during Phase 2.

**15. Will there be a physical barrier between cycle tracks and roadway? What can be done to stop vehicles from pulling into the cycle tracks?**

The proposed cycle tracks between Gerrard Street and College Street would be separated in height from the roadway with a mountable, curb similar to the Sherbourne Street cycle track south of Queen Street. Further deterrents will be considered during detailed design.

**16. Will you add sharrows (share lane markings) to Yonge Street between Shuter Street and Queen Street?**

The details of signage and pavement markings will be determined during the next phase of design after more detailed analysis. Sharrows will be considered if the estimated vehicle volumes both day and night are within range recommended for sharrows.

**17. Do I need to dismount my bike in a pedestrian priority zone?**

No. Cycling that yields to pedestrians is encouraged in pedestrian priority zones.

**18. Is Toronto working with the insurance industry to license cyclists?**

The City of Toronto has examined the idea of bicycle licensing on many occasions in response to concerns surrounding pedestrian safety, bike theft and compliance with the law.

Bicycle licensing has not been adopted as a solution to these issues. The studies asked what is purpose of licensing? If the goal is to increase cyclists' compliance with traffic laws, and to reduce the number of conflicts with pedestrians and other road users, then licensing as an approach needs to be compared with other possible initiatives.

Is the creation of the major bureaucracy that licensing would require worth it? The studies have concluded that licensing is not worth it. [Learn about licensing issues in detail, as well as the history of licensing in Toronto.](#)

**19. In the mixed zones, can cyclists travel in both directions or only one? For example, in the section between Dundas Square and Shuter Street, it looks like cycling is only going in one direction. The details of signage and pavement markings will be determined during the next phase of design after more detailed analysis. Sharrows will be considered if the estimated vehicle volumes both day and night are within range recommended for sharrows.**

Cyclists can travel in both directions on all sections of Yonge Street from College Street to Queen Street. People cycling can travel in both directions on the sections designated one-Way for driving.

**20. There needs to be a connected bike route along Yonge Street from the Lake to Steeles Avenue/Hwy 7.**

Pedestrian volumes, City policy and public feedback all indicate that pedestrians should come first on Yonge Street. A separated, high volume cycle track is not compatible with the number of pedestrians, events, tourism uses and night buses needing to share the limited space available on Yonge Street south of Gerrard Street. A separated, high volume, cycling facility is recommended on University Avenue from College Street to Adelaide Street to provide a north-south route through the downtown.

**21. How will you keep cyclists off the sidewalks? Will there be signage stating "No Bikes on Sidewalk"?**

Toronto City Council has adopted a [staff report recommendation](#) that Toronto's sidewalk cycling bylaw shall stipulate "no person age 14 and older may ride a bicycle on a sidewalk". The fine for an adult who rides a bicycle on a sidewalk shall be \$60.

**22. Do we need a speed limit for bikes?**

A speed limit for cyclists is not proposed as part of the project. Cycling that yields to pedestrians is encouraged in the pedestrian priority zones. People cycling should modify their speed and behaviour based on the number and types of pedestrians present.

**23. Has there been thought to have specific cycling traffic lights, in order to accommodate cyclists that are crossing the streets perpendicular to Yonge?**

As part of the construction project cycling signals and signage would be incorporated where cycling facilities are introduced in accordance with the [Ontario Traffic Manual Book 18: Cycling Facilities](#) and the Toronto On-Street Bikeway Design Guide.

**24. How will cyclists be prevented from mingling with pedestrians within the new patios and gathering spaces?**

Cafés and patios would still be delineated in accordance with the [Sidewalk Café and Parklet Café By-Law Guide](#) or the [CaféTO Expanded Dining and Outdoor Café Placement Guide](#).

## **Deliveries**

**25. How do deliveries happen in pedestrian priority zones?**

Three ways:

- rear loading docks and laneways
- curbside activity zones on side streets
- overnight

**26. Why not limit loading to the night hours when traffic is allowed and make the length of Yonge Street pedestrian priority?**

This was proposed in the Short-list of Alternatives in Round Two of Consultation. Many businesses and property owners commented that it was too restrictive. Based on this feedback design team recommends some vehicle access to support deliveries, loading, and ride hailing and increased access to parking garages, loading docks and laneway during the day.

**27. Have deliveries done by cargo bicycles as in European cities been considered in design?**

Cyclists, including cargo bikes, can travel in both directions along the full length of Yonge Street within the Study area, between Queen Street and College Street. This includes the pedestrian priority zones and the mixed traffic zones.

**28. Can you do anything to reduce visual clutter?**

Yes, during detailed design ways to reduce clutter will be explored. The Design Team recommends combining pedestrian and vehicular lights on the same pole to reduce the total number of poles needed.

**29. The diagrams and renderings show one gate at each end of the pedestrian priority zones. Has the City considered putting gates on both curbs to help enforce pedestrian zones? I can see some drivers being tempted to swerve around the gates.**

The gates would be wide enough to visually discourage drivers, while allowing emergency services and people cycling to pass. The Design Team does not recommend full width gates which would be more restrictive for emergency services and people cycling.

**30. Will trees in the middle (between Gerrard and College) be removed?**

Yes, the trees in the centre median between College Street and Gerrard Street will be removed as part of the TTC's College Station renovation project that is expected to commence in 2021. YongeTOMorrow recommends replacing the median with street tree planting on each side of the street where utilities allow.

**31. How will new trees be supported? Will you include silva cells and seating around the trees like on Bloor Street? How will you protect the trees from salt?**

Yes, soil trenches or soil cells will be used to achieve adequate soil volumes. Tree infrastructure will be determined during detailed design in coordination with Urban Forestry.

**32. Can you comment on the use of the pavers surface for mixed car/pedestrian scenarios. What are some of the benefits and challenges?**

Unit pavers signal to people walking, driving and cycling that they are in a special area that is prioritized for pedestrians, encouraging considerate use of the space. Tumbled pavers, which tend to slow drivers and also make cars more audible for people with low or no-vision, would be used in the roadway. Smooth unit pavers would be used in sidewalk areas. Pavement markings do not adhere as well to unit paving and must be refreshed more frequently. Unit paving is more costly up front to install, but when done correctly can have a lower overall life cycle cost.

**33. Will any of the area under the road be used to store stormwater e.g. low impact development using permeable pavement**

Underground utilities and soil conditions have been assessed as part of the project. Storm water retention and permeable paving techniques are not considered appropriate for the section of Yonge Street within the Study Area because of the presence of the TTC subway tunnel at a relatively shallow depth beneath the surface.

**34. Which environmental considerations were considered and possibly accommodated?**

[Display panels from Public Event #1](#) is a good reference here for existing conditions and considerations.

**35. Will elements in the public realm like seating all be public? How will people distinguish between what elements are public and commercial?**

Street furnishings to be installed as part of the project will be for public use and consistent in design. Private businesses will need to apply for permits to have on street cafés, patios, vending or other encroachments on the street (same as today) and will need to abide by applicable bylaws, but the look and feel of their space will be up to them.

**Design**

**36. Why is there a need to change Yonge Street now?**

The watermain beneath Yonge Street is over 100 years old and the road was constructed in the 1950's. Both soon need replacing. This necessary construction offers the opportunity to consider a street design that will best serve everyone.

**37. Why does the design change on each block?**

The physical design is consistent. Only the operations differ. The physical design -things like the width of the road, sidewalk and furnishings zones, materials and curbs are consistent throughout all the blocks so the street will look the same. The physical design does not differ much from block to block. What does change from block to block is the operation (one-way, two-way or pedestrian priority) There are varying needs between College Street and Queen Street based on the adjacent properties and how people use the street and the different operational strategies support those needs.

**38. Won't this be confusing to drivers?**

The design is meant to improve the experience for people walking and cycling by limiting the number of motor vehicles on Yonge Street. The design supports people in cars and trucks accessing properties on Yonge Street, but not those passing through. Between College Street and Queen Street, Yonge Street is a destination, rather than a through route. Signage, physical design cues, and wayfinding apps would help people navigate to and from their destination on Yonge Street.

**39. How will cars get onto Walton Street given northbound restrictions on Yonge Street?**

The Recommended Design Concept anticipates Walton Street will be a through street from Bay Street to Yonge Street as proposed as part of redevelopment application for the Delta Chelsea Hotel site.

**40. Movement along Yonge Street seems to be constantly disrupted by construction, repairs and delivery. How will the proposed redesign absorb or minimize this daily disruption?**

Once the street is reconstructed, a five year moratorium on excavations would go into effect. This ensures that the integrity of the pavement structure is protected and also serves to minimize the disruptions and inconvenience to the public resulting from repeated construction activity. Curbside activity zones have been designated for delivery activities.

**41. Why not treat entire route from Queen to College with the College to Gerrard section (2-way driving with two cycle tracks, wide sidewalks), open to traffic Monday to Friday and closed for pedestrians on the weekends?**

Pedestrian volumes are very high on all days of the week, not just on weekends.

**42. How much will construction cost?**

The estimated construction cost is 60 – 70 million including both utility and road works.

**43. What are the impacts to utilities?**

The Design Team recommends the the watermain, street lights, and a hydro conduit be relocated to facilitated the recommended design concept.

**Driving**

**44. What are the impacts on traffic and congestion?**

Some streets see increased travel times and some streets see decreased travel times. The highest increases are in the northbound direction on Church Street (120 seconds) and Bay



Street (90 seconds). On east-west streets, Queen Street experiences the highest increase westbound at 40 seconds.

**45. When you did the modelling for street travel time increases, did you take into account lane closures on Church Street for CaféTO?**

No, at this point Council has only permitted CaféTO installations within the roadway until November 16, 2020. On sidewalk cafes are permitted until April 14, 2021. Lane reductions on Church Street will be modelled based on potential streetscape plans being considered by the Church-Wellesley BIA prior to council reporting.

**46. Has traffic calming been considered for the smaller streets around Yonge which will absorb car traffic? Some already see high car volumes and very unsafe driving (Shuter and Victoria especially). Can policy be worked in to absorb that impact?**

The introduction of pedestrian priority zones, eliminating access to/from Yonge Street on some blocks in Design Concept 4C along with the addition of curbside activity zones on side streets are expected reduce traffic volumes on side streets. Speed humps or bumps are not recommended.

**47. How are emergency services accommodated in pedestrian priority zones?**

Access gates and curbs have been designed in consultation with Fire, Police, and Paramedics to ensure access is maintained for emergency service vehicles. Gates have been designed as part width. Emergency services will use the oncoming lane to go around the gates. Curbs are mountable to allow vehicles to overtake in case of emergency.

**48. Are any lanes on east-west streets closed?**

No! Access is maintained across Yonge Street for all east-west streets and transit lines.

**49. How will I park my car or access a Yonge Street property?**

Access to all existing driveways, loading docks, laneways and parking garages have been maintained. You can also be dropped off within 50 metres of any front door on Yonge Street.

**50. What physical measures (such as retractable bollards) will be used to restrict car access?**

Gates are recommended to limit vehicle access to pedestrian priority zones during the day. The gates would be wide enough to visually discourage drivers, while allowing emergency services and people cycling to pass.

**51. How will speed limits be controlled?**

Speeds can be managed three ways:

- designing for a desired speed limit
- posting speed limits
- enforcement

**52. How are we going to limit driving access on those one-way blocks to ride-hailing? Given the poor state of enforcement on the King Street transit corridor, why do we have confidence that car volumes will drop on those one-way sections?**

One-way driving access blocks are open to all types of vehicles. Traffic volumes are reduced by eliminating "through traffic" and supporting local access. Traffic counts indicate that [in 2018, King Street saw an 80% reduction in car volumes](#).

**53. Currently vehicles continue to park illegally, (short-term) at 386-388 Yonge Street in front of the Aura Condos. It's quite common to see five to seven vehicles. How will this or a similar problem be fixed?**

There will be less space in general for illegal short term parking. The design provides dedicated curbside activity areas where it was observed to be needed most. When any new street design is implemented it is always monitored and operational adjustments can be made where challenges arise.

**54. Is it possible to limit traffic on Yonge Street to local traffic (with passes handed out by City and source of tax revenue) only, to lessen the amount of traffic on the one-way streets?**

Limiting road use to locals by issuing permits would be difficult and costly to administer and enforce. The Recommended Design Concept eliminates Yonge Street as a 'through route', encouraging local access only and therefore reducing vehicle volumes.

**55. How are you going to deal with more cars using Shuter Street?**

It is likely that there would be some changes to the traffic signals at the intersections along Shuter Street to accommodate the changes in vehicle movements resulting from the recommended design concept.

**56. Can cars and trucks drive in the pedestrian priority zones overnight?**

Yes! From 1 a.m. to 6 a.m. buses will share the road with cars and trucks.

## **Pedestrian Priority**

**57. What is pedestrian priority?**

This is an area dedicated to people walking and cycling, where motor vehicles are restricted during the daytime from 6 a.m. to 1 a.m.

**58. Why can't it be pedestrian priority all the way from Queen Street to College Street like in Europe?**

The Design Team recommends some vehicle access to support deliveries, loading, and ride hailing and increased access to parking garages, loading docks and laneway. Many property owners and businesses felt full daytime pedestrianization would be too restrictive to support economic vitality on the street.

**59. Will there be a dedicated space for "pedestrians only" in pedestrian priority zones?**

There will be traditional sidewalks next to the buildings on each side of pedestrian priority zones for pedestrians only. These sidewalk areas will be elevated from the pedestrian priority area by a rolled curb and tactile paving strip.

#### **60. Will you heat the sidewalks to remove snow?**

The Design Team does not recommend heated sidewalks. They are very expensive to construct and maintain and have long term operational and maintenance challenges. In the next phase of design the specifics of winter operations will be determined.

#### **61. Why are there still curbs at the sidewalk? If sections are to be pedestrianization why not have the whole street on the same level? Having curbs is a tripping hazard and makes it needlessly difficult for people with mobility issues, strollers, etc. to use the street in the same way as able-bodied people.**

- **Drainage:** to keep water away from buildings and directed to the storm sewers.
- **Accessibility:** to define the pedestrian only space for those with low or no vision.
- **Safety:** to define pedestrian only space from space shared with people cycling during the day and the space used by buses, cars and truck overnight.

Curbs will be mountable and can be traversed by people using mobility devices and strollers.

#### **62. How will you manage and enforce rules of the road for wheeled modes to be respectful of pedestrians?**

- designing for a desired behaviour
- signage
- education and enforcement
- enhanced education and enforcement strategies will be considered during detailed design

#### **63. Why will there be more pedestrians on Yonge Street?**

Right now intersection counts show that 50 – 75% of people using Yonge Street are pedestrians. Pedestrian volumes are expected to continue to increase due to:

- **Growth & Development:** more people will be living and working in the neighbourhood
- **Mode Share:** people are choosing to walk instead of taking other modes

### **Public Consultation**

#### **64. How many people participated in the surveys for the options throughout the previous public events?**

A total of 6,110 participants completed the online questionnaires over the course of Round One and Round Two of Consultation.

### **Safety & Security**

#### **65. Are additional security cameras being considered in the designs for any new Yonge Street strip?**

The design focuses on creating an inclusive and desirable street for people to walk, cycle, dine, shop and experience Yonge Street. More people out and about, programming on the street, and a well maintained streetscape are the most effective ways to create a safe and enjoyable street experience for everyone.

- 66. In 2018, a man used a rented van to purposely plow down pedestrians on a busy stretch of Yonge Street in North York. He faces 10 counts of first-degree murder and 16 counts of attempted-murder, linked to this tragic attack. What specifically in the current designs will make it more difficult for a similar attack(s) to occur?**

Hostile Vehicle Mitigation (HVM) is significant investment so it is an initiative that is being dealt with on a City-wide basis outside of this project. Once City-wide risks and mitigation standards have been determined, they can be applied to the yongeTOMorrow design concept. Incorporating HVM is simplest in pedestrian priority areas.

- 67. Please confirm that there will be gates blocking off the pedestrian focused areas during the day and that emergency services will have access to the road if need be by opening the gates?**

The gates would wide enough to visually discourage drivers, while allowing emergency services and people cycling to pass.

## **Timelines**

- 68. When is construction expected to take place?**

Construction will take in two years and is recommended to take place from 2023 – 2025. This is contingent upon funding and coordination with other construction projects in the neighbourhood.

- 69. When is it anticipated that Phase Two of the EA from College to Davenport will go ahead?**

Phase 2 is targeted to commence in 2021 following the completion of yongeTOMorrow.

- 70. Given construction is not expected until at least 2023, is there be an opportunity to do a pilot of yongeTOMorrow ahead of construction?**

It is up to City Council to consider the benefits of a pilot compared to overall costs of pilot implementation and provide direction to staff. Significant traffic modelling and analysis have taken place as part of the yongeTOMorrow study.

## **Transit**

- 71. Can you elaborate on how TTC service will integrated as part of this new design?**

The 97B day bus service within the Focus Area would be discontinued or rerouted, The 320 night bus and subway replacement shuttles would be maintained. No changes are planned to streetcar routes or subway services.

Night bus stops along Yonge Street would be shifted closer to major intersections.

- 72. What about the buses on Yonge Street?**

The daytime bus route would be discontinued or rerouted. The night bus and subway replacement shuttle service would not be impacted.

- 73. How does Yonge Street function in the event of an "emergency"(not the scheduled) subway closure and will shuttle buses have access?**

Discussions with TTC on arrangements for emergency shuttle buses during daytime subway closures are ongoing.

**74. Are you planning upgrades to the subway stations or more a second entrance at Dundas Station?**

While the TTC is a City agency, it operates separately from Transportation Services with a separate capital plan. For this project, TTC is a member of the Technical Advisory Committee to ensure coordination between yongeTOmorrow and subway upgrades. The TTC is assessing opportunities for a second exit at Dundas Station, in coordination with developers, the City and Ryerson University. YongeTOmorrow cannot recommend new entrances to TTC stations or station renovations.

**75. Are any upgrades planned to TTC stations?**

The TTC has [ongoing plans for upgrades to subway stations](#) which are separate projects not part of yongeTOmorrow

**Well-Being**

**76. How will you address homelessness?**

YongeTOmorrow is a transportation study. It will not recommend programs to address homelessness. Shelter support and housing staff are part of the technical advisory committee and provide advice on how street design may impact those experiencing homelessness and behaviour on the street. Stakeholder concerns related to homelessness will be documented in the study report for City Council's information and consideration.

**77. How is this study addressing increased drug use?**

This is a transportation study. It will not recommend programs to address drug use. Public Health staff are part of the technical advisory committee and provide advice on how street design may impact those experiencing addiction and drug related behaviour on the street. Stakeholder concerns related to drug use will be documented in the study report for City Council's information and consideration.

**78. What is your plan to clean up discarded needles?**

Enhanced/alternative maintenance plans related to syringes will be evaluated and considered for Yonge Street during detailed design in consultation with Toronto Public Health during detailed design.

**Other**

**79. Is there a maintenance strategy?**

Detailed maintenance plans will be developed during the next stage of design once the preferred concept is finalized.

**80. How will the street be programmed?**

The Design Team recommends that strategies to provide public realm programming and be developed in the next phase of design in consultation with key stakeholders like the Downtown Yonge BIA.

**81. Was the PATH considered or is it outside of the project scope? As the Eaton Centre is the north end of PATH as of right now, it seems like this project would work almost like the extension of PATH at ground level.**

The scope for the study is to evaluate future designs for Yonge Street at ground level within the transportation right-of-way.

**82. Are e-scooters legal or illegal on streets and sidewalks?**

E-scooters are not legal for use on roadways or sidewalks in the City of Toronto. Read the [most recent report](#) on this, which was referred back to staff.

**83. Have we learned lessons from mixed modes on Queen's Quay that were incorporated into the design of this plan (e.g. differentiate sidewalk from bike lane)? An earlier question noted the design might be too complicated for people to understand. I think the Queen's Quay design was also confusing?**

Yes. Incorporating a dedicated, high-volume cycling facility into an area with high pedestrian volumes and high tourism and entertainment uses is challenging. In these areas, the street design should not encourage high speeds or a right-of-way for the faster mode, especially if there is limited space. For this reason, a separated cycling facility is not recommended on Yonge Street from Gerrard Street to Queen Street, but rather on University Avenue from College Street to Adelaide Street.

**84. Are there plans to extend the project south of Queen to the Lakeshore?**

South of Front Street, the [Lower Yonge Precinct EA](#) and [Public Realm Concept Plan](#) were completed in 2018 and is currently in detailed design.

**85. With thousands of pedestrians coming out of the towers to get home after work south of Queen, why was the project area limited to north of Queen Street?**

The Study Area was determined in consultation with the Councillor, community stakeholders and developers, and took into consideration the southern boundaries of the:

- [Downtown Yonge BIA](#)
- [Official Plan](#) Site Area and specific policies
- [Celebrate Yonge](#) street event

**86. How will you make sure utility companies do not ruin the pavers and cause a mess?**

Once the street is reconstructed, a five-year moratorium on excavations would go into effect. This ensures that the integrity of the pavement structure is protected and also serves to minimize the disruptions and inconvenience to the public resulting from repeated construction activity. Curbside activity zones have been designated for delivery activities.

**87. Was a timeline set for the completion of the roadwork in the Yonge and Eglinton area?**

The Eglinton Crosstown Project is expected to be complete in 2022. Stay up to date with [construction updates for Yonge and Eglinton](#).

**88. Will the project include renovation/upgrade of adjacent laneways?**

No. Most of the laneways within the Focus Area have either recently been rehabilitated or will be as upgraded as part of a development project.

## Appendix 2: Online Questionnaire Feedback Details

### Overview

An online questionnaire was made available between September 2 and October 5, 2020 and was completed by 1,331 participants. Participants were asked to review the Recommended Design Concept for Yonge Street (Design Concept 4c) and consider how the recommended street design supports the objectives for Yonge Street.

### What We Asked

Participants were asked to give a star rating from one to five for how well the Recommended Design Concept achieves the following objectives: improving the pedestrian experience; improving the cycling experience; supporting vehicle access for business operations, accessibility and ride hailing; supporting space for patios and street retail; and supporting space for festivals and events.

### What We Heard

The following charts show the rating results provided by participants. Highlights of feedback are summarized below.

#### Pedestrian Experience

How well does the Recommended Design Concept improve the pedestrian experience?

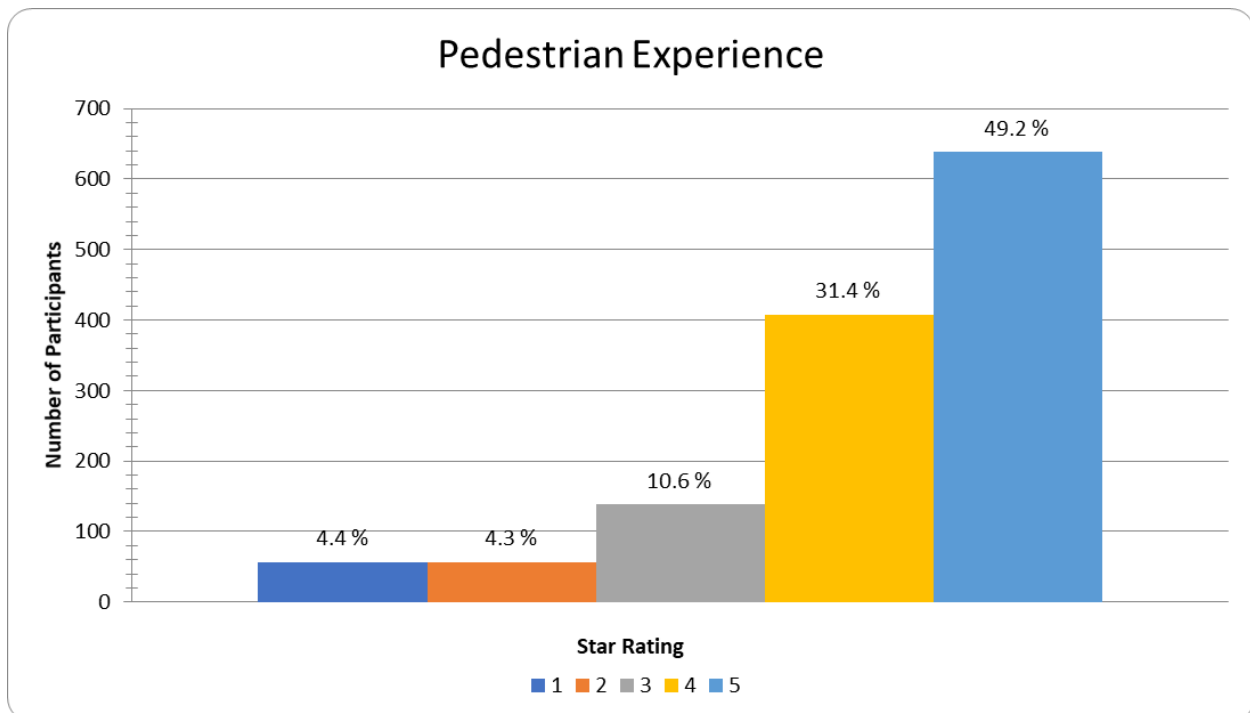


Figure 6: Star Rating for the Pedestrian Experience

#### Highlights of Feedback

- The average star rating for pedestrian experience was 4.167.

- Overall support for the Recommended Design Concept in improving the pedestrian experience.
- Concern with interactions between motorists and vulnerable users (pedestrians, cyclists).
  - Concern that signage and partial gates will not be enough to prevent drivers from accessing pedestrian priority zones.
- Concern that cyclists will not yield to pedestrians in the shared spaces. Suggestion for separated bike lanes throughout the entire focus area to ensure pedestrians feel safe.
- Concern with level of confusion created for all users and potentially hazardous conditions for pedestrians due to the different designs for each block.
- Some support for pedestrian priority zones running the entire length of the focus area (particularly during the summer months).
- Suggestion for a pedestrian priority zone south of Dundas Square.
- Concern that ride hailing services may block the street on the one-way sections.
- Concern about lack of accommodations for accessibility.
- Suggestion for more trees and furniture to create a more welcoming destination for pedestrians.
- Suggestion for no trees near subway entrances along the street as it makes the sidewalk too narrow.
- Concerns with homelessness in the area and how it will be addressed to ensure the pedestrian zones become an attractive destination for everyone.

### Cycling Experience

How well does the Recommended Design Concept improve cycling experience?

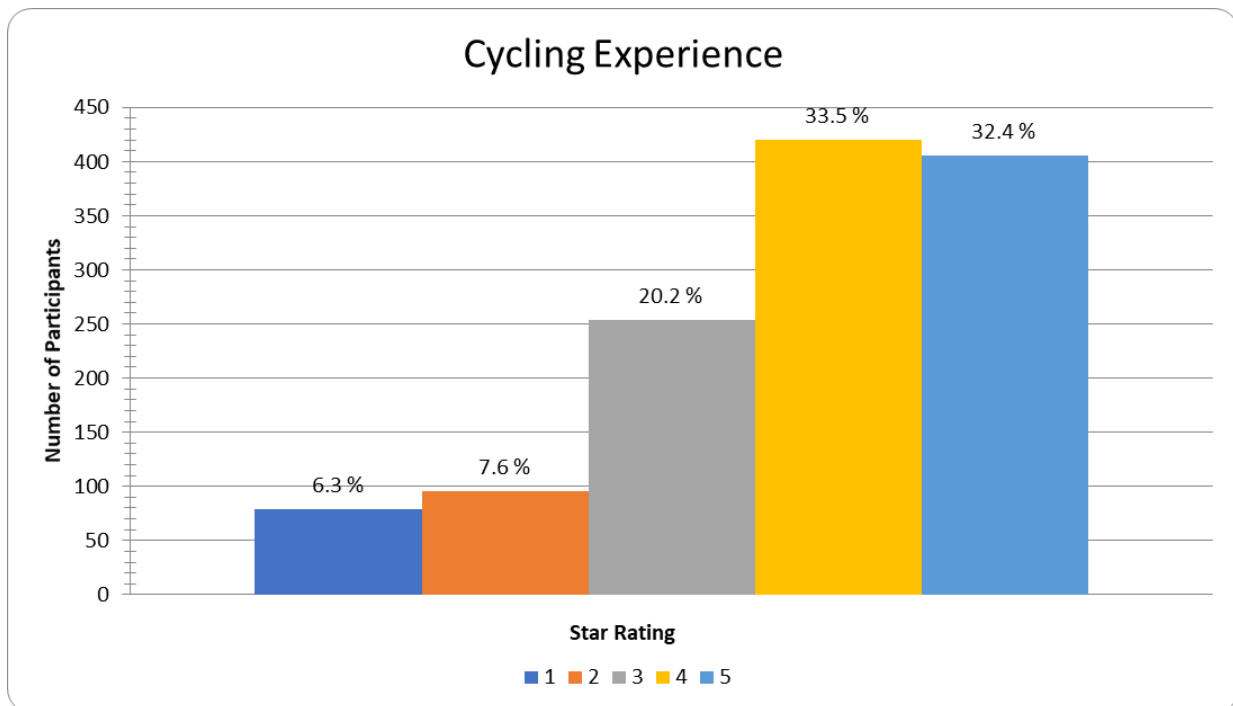


Figure 7: Star Rating for the Cycling Experience



## Highlights of Feedback

- The average star rating for the cycling experience was 3.779.
- Concern regarding the mix of cyclists and pedestrians in the pedestrian priority zones. Education and communication are critical for success where cyclists and pedestrians share the street.
- Street design will be confusing and hazardous for cyclists as it changes from block to block. Suggestion for continuous cycle tracks to run the entire length of the focus area.
- Concern about the transitions between the different blocks and how that will impact cyclists (e.g., gates to prevent vehicular access).
- Suggestion for the addition of a dedicated bike lane from Queen Street to Shuter Street.
- Suggestion for separated cycling tracks on one-way blocks to reduce confusion. Sharrows are insufficient for cyclist safety.
- Ensure sufficient bike storage is included in the design.
- Concern with ride hailing and/or deliveries blocking cycle tracks.
- Cycling infrastructure must be planned in the context of the wider network. Linkages to the existing network are important.
- Cycle tracks on University Avenue do not provide a reasonable substitution for cyclists as it is too far from Yonge Street. Support for separated cycle tracks on Bay Street as an alternative.

## Vehicle Access

How well does the Recommended Design Concept support vehicle access for business operations, accessibility and ride hailing?

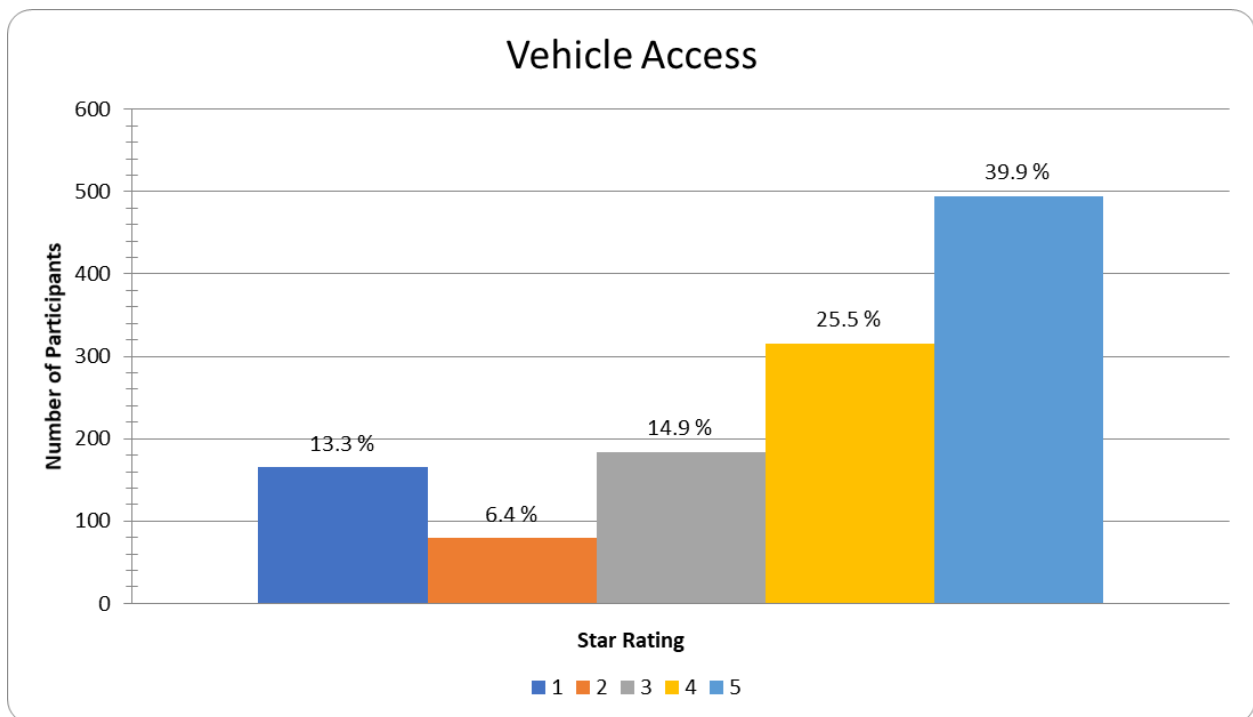


Figure 8: Star Rating for Vehicle Access

## Highlights of Feedback

- The average star rating for vehicle access was 3.723.
- Diverging views about the level of vehicle access that should be included in the design.
- Concern that the proposed design will cause confusion for drivers. The design needs to be consistent and logical for all users, including vehicles and pedestrians.
- Concern with increased traffic volumes on adjacent streets and higher commute times as a result of the vehicle restrictions.
- Support for overnight vehicular access for deliveries.
- Suggestion for dedicated delivery zones on side streets.
- Concern with ride hailing causing congestion on one-way streets. Suggestion for ride hailing to be restricted to side streets only.
- Diverging views about how businesses will be impacted by reduced car access.
- Concern with noise disturbances from vehicle traffic during overnight hours.
- Concern about lack of vehicle circulation during public transit closures.

## Patios and Street Retail

How well does the Recommended Design Concept support space for patios and street retail?

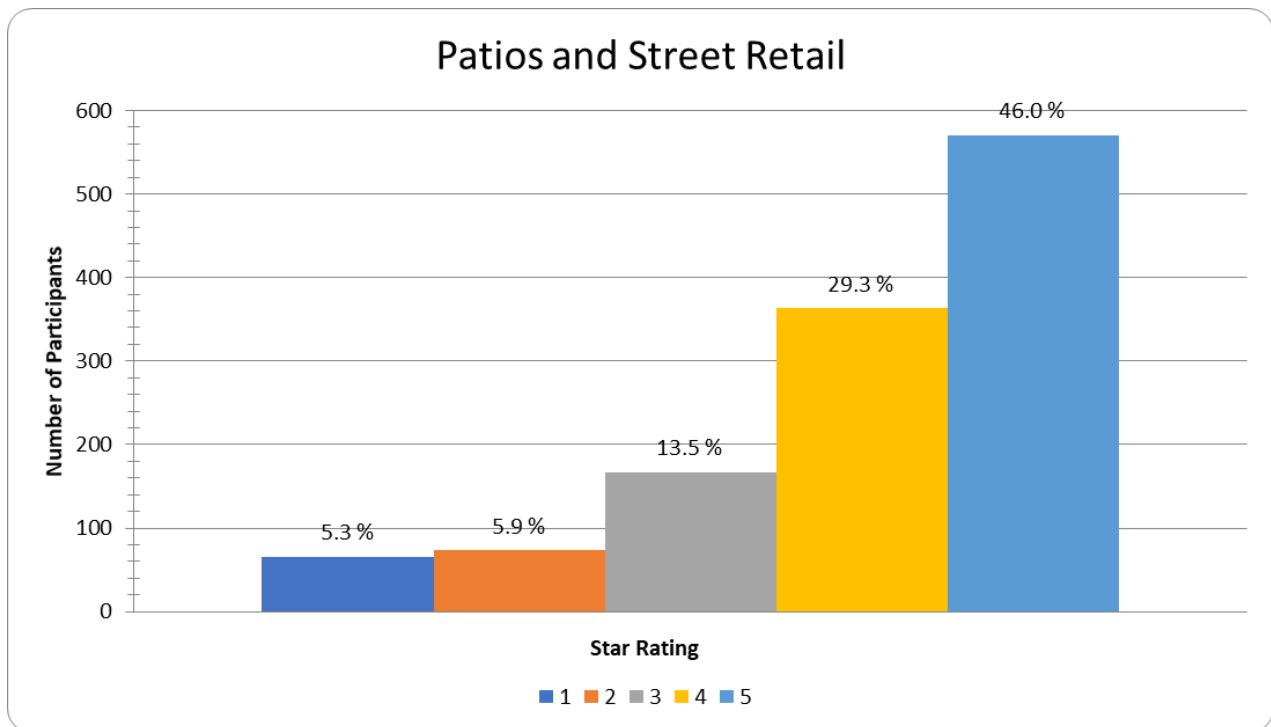


Figure 9: Star Rating for Patios and Street Retail

## Highlights of Feedback

- The average star rating for patios and street retail was 4.048.
- General support for improving patio and street retail spaces, however there is a desire to further expand pedestrian spaces. Suggestion to limit vehicle access and expand sidewalks north of Gerrard Street and south of Shuter Street.

- Concern with how the street will remain vibrant during the winter months. Some preference for seasonal patio space only.
- Support for greater separation between patios, pedestrians and cyclists, given COVID-19 social distancing measures.
- Support for public patio spaces that are not restricted to restaurant customers. Suggestion for more public gathering spaces and public washrooms.
- Concern that vehicle access will detract from the outdoor dining experience.
- Suggestion to include more trees, greenery, public art and furniture into the design.
- Request for more detailed street renderings and cross-sections to visualize the proposed concept.

### Festivals and Events

How well does the Recommended Design Concept support space for festivals and events?

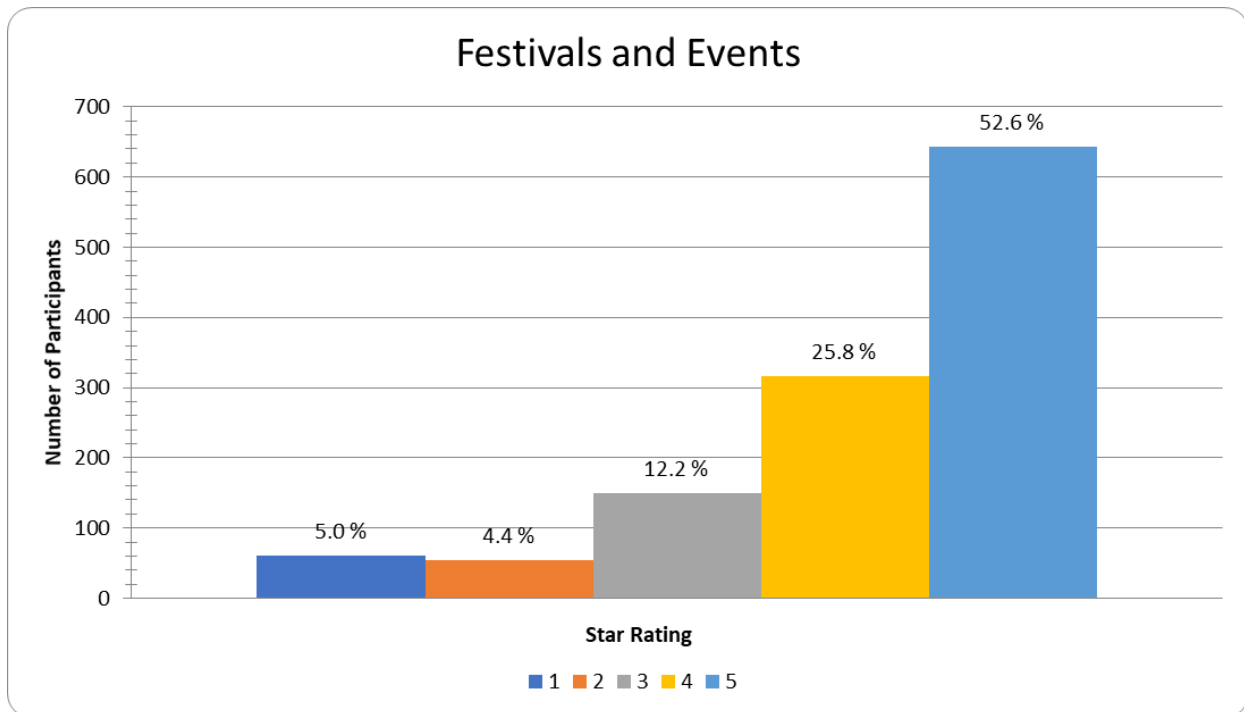


Figure 10: Star Rating for Festivals and Events

### Highlights of Feedback

- The average star rating for festivals and events was 4.166.
- Support for occasional road closures to accommodate festivals and events.
- Suggestion to limit festivals and events to Yonge and Dundas Square so the other pedestrian areas remain accessible for others.
- Public washrooms, seating and rest areas are important to support enjoyment of festivals and events.
- Suggestion to improve the character of Yonge and Dundas Square to make it more inviting (i.e., less concrete).
- Support for flexibility of the street to accommodate a range of uses.

## Other Feedback

- Concern that signage will not be enough to educate users about the spaces they are permitted to use.
- Support for a consistent design throughout the focus area to reduce confusion for users.
- Suggestion to connect cycle tracks with Richmond/Adelaide cycle tracks.
- Concern with increasing traffic congestion throughout the downtown core.
- Suggestion for all major streets in the downtown core to be one-way to enable better traffic flows.
- Suggestion for the street operation to vary by season (e.g., two-way car access in the winter, pedestrian-only access during all other seasons).
- The design must do more to address safety of all users (pedestrians, cyclists, drivers).
- Suggestion to implement reduced speed limit for vehicles.
- Suggestion to further limit car access and delivery vehicle entry.
- Adequate cleaning and maintenance will be important for making the project a success.
- Support for accelerating plans to enhance Yonge Street for pedestrians.
- Consider implementing a pilot of the pedestrian zones to help inform the detailed design process.
- Support for expanding the project to Bloor Street.
- Suggestion for gates to be replaced with retractable bollards to prevent vehicle access without disrupting cyclist and pedestrian movement.
- Suggestion to include heated sidewalks in the design to reduce the need for snow clearing and salting.

## Appendix 3: Individual Stakeholder Meetings

2/4/2020	The Lalani Group, 335 Yonge Street
2/4/2020	Councillor Wong-Tam
2/5/2020	Milkin, 7 Dundas Square
2/7/2020	Ed Mirvish Theatre, 244 Victoria Street
2/10/2020	Bridge Foods, McDonalds 356 Yonge Street
2/19/2020	St. Michaels Hospital and BA Group
2/19/2020	CSSTO: City Sightseeing Toronto
3/4/2020	Triovest, Atrium on Bay, 595 Bay Street
3/6/2020	CF Eaton Centre
3/10/2020	Councillor Wong-Tam
3/20/2020	The Lalani Group, 335 Yonge Street
3/20/2020	Cresford, Great Eagle, Chelsea Hotel, BA Group, 363-391 Yonge Street
4/9/2020	Toronto Parking Authority, 20 Dundas Square
5/7/2020	Downtown Yonge Business Improvement Area (DYBIA)
7/16/2020	Great Eagle, Chelsea Hotel re. 33 Gerrard Street Development Site
7/28/2020	Toronto Parking Authority, 20 Dundas Square
7/29/2020	EMS, Toronto Paramedic Services
10/5/2020	Consortium of Yonge Street Businesses and Landlords
10/7/2020	The Lalani Group, 335 Yonge Street
10/8/2020	Arron Barberian, Barberian Steakhouse, 7 Elm Street
10/14/2020	Great Eagle, Chelsea Hotel re. 33 Gerrard Street Development Site
10/23/2020	Great Eagle, Chelsea Hotel re. 33 Gerrard Street Development Site

## Appendix 4: Additional Suggestions

Other comments and suggestions received from the consultation activities including the public event, online questionnaire and via phone/email that have not yet been reflected include:

- It was suggested that all major streets in the downtown core be one-way to enable better traffic flows.
- Area hosts people in dire need of social supports and questions received about how design will address that.
- It was suggested that the street operation vary by season (e.g., two-way car access in the winter, pedestrian-only access during all other seasons).
- There is concern that signage will not be enough to educate users about the spaces they are permitted to use. The design must do more to address safety of all road users (pedestrians, cyclists, drivers).
- Adequate cleaning and maintenance will be important for making the project a success.
- Consider implementing a pilot of the pedestrian zones to help inform the detailed design process.
- It was suggested that gates be replaced with retractable bollards to prevent vehicle access without disrupting cyclist and pedestrian movement.
- It was suggested that the design include heated sidewalks to reduce the need for snow clearing and salting.