



## STAFF REPORT INFORMATION ONLY

### Toronto Street Furniture Program – Revised Implementation Plan

<b>Date:</b>	May 31, 2012
<b>To:</b>	Public Works and Infrastructure Committee
<b>From:</b>	Acting General Manager, Transportation Services
<b>Wards:</b>	All
<b>Reference Number:</b>	p:\2012\ClusterB\tra\pr\pw12005pr

### SUMMARY

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This report addresses requests from City Council for a status report on the implementation of the Street Furniture Program, including revenue, completion rate, installation locations, public complaints and maintenance issues, and from Public Works and Infrastructure Committee to report on a revised implementation plan for installation of the remaining required elements, both to the June 14, 2012 meeting of the Committee.

### Financial Impact

Receipt of this report will have no financial impact to the City.

### DECISION HISTORY

City Council, at its meeting of April 10 and 11, 2012, considered the Auditor General's review of the Coordinated Street Furniture Contract (Item AU6.4) and recommended, among other things, that a status report on the implementation of the Street Furniture Program including revenue, completion rate, installation locations, public complaints and maintenance issues be submitted to the June 14, 2012 meeting of the Public Works and

Infrastructure Committee. Much of this information was provided in the March 20, 2012 staff report, "Toronto Street Furniture Program – Status Update and Proposed InfoPillar Placement Guidelines" (Item PW13.8) which was considered by the Committee at its meeting of April 3, 2012, and subsequently at its meeting of May 16, 2012 after the Committee referred Item PW13.8 back to the Acting General Manager, Transportation Services for a further report.

Public Works and Infrastructure Committee at its meeting of April 3, 2012 also requested that staff report back to its June 14, 2012 meeting with a revised implementation plan for installation of the remaining required elements.

The full clause can be viewed at:

Item PW13.8 – Toronto Street Furniture Program – Status Update and Proposed InfoPillar Placement Guidelines:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.PW13.8>

Item PW15.5 – Toronto Street Furniture Program – Further Report on Status Update and Proposed InfoPillar Placement Guidelines:

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

## **COMMENTS**

The following sections address the specific matters raised by the Committee and Council requests.

### **Street Furniture Revenue**

As stated in the report entitled, "Toronto Street Furniture Program – Status Update; and Proposed InfoPillar Placement Guidelines" (March 20, 2012), the Agreement between the City and Astral Media sets out the minimum yearly guaranteed fee or annual revenue to the City from Astral Media. The company pays the greater of the stipulated annual fee for each agreement year or the listed percentage of gross revenues. The Agreement required Astral Media to provide an upfront payment of \$36.5 million (a \$28 million payment plus the first three years of the contract valued at \$8.5 million) upon signing the contract. To date, the City has received \$56.7 million in direct revenue. As the Auditor General noted in his report of February 29, 2012, the financial aspects of the Agreement continue to be complied with. Appendix A (attached) provides the details of the revenue payments.

## **Street Furniture Installation Locations**

The approach to installation of street furniture was discussed in the March 20, 2012 staff report. It was noted that annual planning for implementation of street furniture takes into account upcoming capital projects, and an attempt is made to ensure that elements are well-distributed across the city. A chart showing locations of street furniture by ward is attached to this report as Appendix B.

Staff will be consulting with local Councillors and BIAs on the placement of the InfoPillars and to notify them, as requested, of the other elements to be installed each year.

## **Public Complaints and Maintenance**

The matter of public complaints and maintenance of street furniture was discussed extensively in the March 20, 2012 staff report. A sample maintenance report included in the aforementioned report is provided here again for convenience as Appendix C. The Street Furniture Management unit and Astral work together to ensure the ongoing maintenance of the system. Concerns about maintenance are received through 311 or Astral's direct "Commitment to Quality" Service (1-866-827-8725 or [quality@astral.com](mailto:quality@astral.com)).

Maintenance standards are set out in the Agreement which specifies that all elements are to be cleaned and inspected weekly and snow or ice are to be removed within 24 hours within transit shelters following an accumulation of at least 5 cm. Emergency situations are to be repaired as soon as possible but no later than 24 hours after notice, and other general cleaning or maintenance requests are to be managed within 48 hours. Maintenance inquiries and complaints are divided into three categories: cleaning and maintenance, damage and repair or issues related to location, removals or size. In 2011, City staff received and investigated 2,165 inquiries and complaints.

## **Completion Rate and Revised Implementation Plan**

The roll out of street furniture was at 71 percent of target at the end of year four (2011) and with the current pace should be caught up within about three years. Over 7,500 pieces of street furniture have been rolled out to date. The items include 1,163 transit shelters, 5,183 litter receptacles, 550 benches, 131 postering columns and 367 postering boards, 50 InfoPillars (48 ad and 2 non-ad), 6 multi-publication boxes and 58 corrals, and the first fully automated wheelchair-accessible public washroom in North America.

As described in detail in the March 20, 2012 staff report, there have been a number of delays to the original schedule including the need to test new elements such as the public washroom, to gain consensus with the newspaper industry around the details of the multi-publication box, to deal with the requirement for expedited roll out of the postering columns in conjunction with the implementation of the City's Postering By-law, to respond to capital construction coordination pressures, as well as the particular needs of City Councillors and neighbourhoods.

Other implementation challenges resulted from certain design refinements which slowed down manufacturing; the need to terminate the legacy street furniture contracts and remove old litter bins and benches with ad faces; staff hiring and training associated with the establishment of a new Unit; the 2009 labour disruption and 2010 G20 Summit; the negotiation of a settlement related to concrete pads for non-powered items; regulatory changes to the Electricity Act, 1998 which makes the approval process slower and more costly; changes in Astral's software management systems and delays in approvals and implementation of the City's work management system; seasonal survey and construction limitations; and staff capacity issues which limit the number of surveys and approvals which can be done yearly.

Staff have met with Astral to review the City's requirements and to develop a revised implementation schedule which ensures that the total planned number of elements are installed by the end of year 8 of the contract, barring any unforeseen circumstances. Any changes to this will be brought to the attention of Committee and Council through the annual status update reports. The implementation plan also recognizes staff capacity to manage planning and construction, as well as Astral's ability to deliver the required elements within the construction seasons. Astral is in agreement with the revised implementation schedule. Changes to the previous implementation schedule to get back on track include the following:

- An acceleration of transit shelters to be installed in years 5, 7 and 8, including a program to replace older models of transit shelters more quickly;
- A significant increase in the number of litter bins in years 6, 7 and 8 which will include a new smaller version of litter bins (now under development);
- The addition of 60 non-ad InfoPillars, of which 20 are provided by Astral, in addition to the original contract;
- Completed installation of all remaining poster columns in year 5 and additional poster boards to be placed on transit shelters in support of the Postering Bylaw;
- An acceleration in the installation of automated public toilets in years 6, 7 and 8;
- An acceleration in the installation of multi-publication boxes in years 6, 7 and 8;
- An acceleration in the installation of newspaper corrals in years 7 and 8;
- An acceleration in the installation of bicycle parking units in years 6, 7 and 8 – which will be converted into multi-bike parking units following the completion of the pilot project in spring 2013.

In year 5, the total number of planned elements will increase from 2,811 to 2,996; in year 6, the total number of planned elements will increase from 1,523 to 2,254 elements; in year 7, the increase is from 1,520 to 2,626 elements; and in year 8, the increase is from 1,419 to 2,625 elements.

The revised Street Furniture Implementation Schedule is included as Appendix D.

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## **SIGNATURE**

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Acting General Manager, Transportation Services

## **ATTACHMENTS**

Appendix A: Street Furniture Revenue Report  
Appendix B: Street Furniture Installation by Ward (Sept. 1, 2007-Dec. 31, 2011)  
Appendix C: Sample Maintenance Review  
Appendix D: Schedule H - Street Furniture Rollout Schedule (May 30, 2012)