

From: [ABBA Bloor](#)
To: [Clerk](#)
Subject: Tomorrow Agenda
Date: Monday, November 6, 2017 5:04:02 PM
Attachments: [ABBA Executive Summary.doc](#)
[ABBA letter to councillors Nov 7 Final.doc](#)
[Questions asked to Business from the TCAT Survey.doc](#)
[ABBA Survey Results.pdf](#)

Hello,

We would like the attached letters distributed tomorrow to all of city council. These documents pertain to the Bloor Bike Lane discussion.

Thank you

Barry Alper
Chief Spokesman
ABBA

To: City Councilors and The Mayor

SUMMARY: IT IS HARDER to OPERATE a BUSINESS on Bloor Street with THESE bike lanes

- 70% of businesses report sales are down.
- 70% say traffic is down both day and evening.
- Loss of jobs outweighs new hires by 6 to 1.

City's Economic impact information is NOT accurate

- Commissioned TCAT, a cycling advocacy group, to do the economic impact report
- **TCAT** did not ask one direct financial question about the economic impact of bike lanes yet they refer to their anecdotal data points to substantiate their findings that business is booming. We disagree.
- **Moneris** has 40% of the Canadian market , 30% of the GTA but no one knows what % of business's use Moneris in The Annex or the control area BUT IT IS NOT MORE THAN THE GTA AVERAGE and therefore at most only 30%.
- HERE WAS THE MONERIS FORMULA AS BROUGHT FORWARD BY STAFF

$$A = B+C+D$$

- A(Business Revenue) = (B)Moneris Transactions(Credit Card and Interac) +(C) Cheque + (D)Cash
- If B goes up 4.5% does it mean that A automatically goes up 4.5%. Of course the answer is NO. Where is the information on C and D?

DESIGN ON BLOOR

- No ability to DROP OFF AND PICK UP at the Stores
- No modification for Summer versus Winter Hours
- Design similar to Richmond and Adelaide Streets

PROCESS

- Four groups were to be consulted on the bike lanes. Businesses have been shut out completely and deliberately and the data points collected are biased. The study results do not reflect the reality of operating a business on Bloor Street.

CONCLUSION

- Help local business's by leveraging city assets (economic development, advertising, lower parking rates, property tax reduction
- The city should not have hired a lobby group to collect data. The city should conduct its own survey to businesses and work with the local market to get NUMERIC data from businesses.
- Design bike lanes for the individual Neighborhood and not use one design across the city for all neighborhoods.
- If this was truly a pilot than treat it as a pilot. Let's learn from other neighborhoods and cities that have successfully implemented bike lanes in order to create a permanent, holistic solution that benefits the entire neighborhood; cyclists, businesses, pedestrians and motorists included.
- We are concerned because we don't feel that this pilot project is being responsibly and productively reviewed, and we don't want to end up with permanent bike lanes that aren't as effective or as safe as they could be due to insufficient time and resources dedicated to the review of this pilot project.

To: City Councilors and The Mayor

Executive Summary:

- Economic development to see if there are ways to leverage the cities assets to bring more people to the annex. Advertising, lower parking rates, economic assistance etc.
- Businesses to be involved in the streetscape design being implemented in 2019 to see if we can mitigate the disruption to our businesses and make the area safer and friendlier for everyone.
- In the future the city conducts its own survey to businesses and works with the local market to get REAL data from businesses.
- The City should make efforts to direct visitors to local Green P parking lots with directional signage on main streets

Background

We are writing this letter on behalf of the Annex Business Bike Alliance. We came together in March of this year after repeated efforts to work with our local BIA failed.

We want to enforce one thing: we are cyclists and we are supporters of bike lanes. We are also business owners and operators in the Annex, a neighbourhood that has always been know for liberal ideas, acceptance and diversity.

Since the beginning , our position has never wavered – bike lanes on Bloor are a good thing, and the safety of cyclists is of paramount importance. We are happy that bike lanes on Bloor will be a permanent fixture.

However, we are concerned because we don't feel that this pilot project is being responsibly and productively reviewed, and we don't want to end up with permanent bike lanes that aren't as effective or as safe as they could be due to insufficient time and resources dedicated to the review of this pilot project.

We wish to focus on two areas, the involvement of business in the process and the design that now exists on Bloor Street.

Business Involvement in the Process

The most important and only questions that need answering is since the introduction of the bike lanes have your sales gone up or down?

Since the introduction of bike lanes has it been easier or harder to operate your business?

Our own BIA

- We approached our own BIA in February and March with a petition of 60 business owners to create a sub committee to study the economic impact of bike lanes and create a voice for business. Many businesses had experienced a downturn in sales and we wanted to immerse ourselves in the pilot so that we could provide input.
- This suggestion went nowhere, as the board claimed they were already studying the economic impact (a study which has been widely criticized for failing to ask any economic-related questions of merchants)
- The BIA's chairman and local councilor made it clear that they wanted to rely on TCAT and the City for any economic impact study.

TCAT Study

- The BIA commissioned TCAT, a cycling advocacy group, to do the economic impact report which would have been fine, provided businesses had been asked direct questions about the economic impact of bike lanes.
- Please feel free to take a look at the questions asked, in the document provided--it is our assertion that an economic impact study *has not been conducted*. TCAT's study *did not measure economic impact in any way*. Merchants were not asked any questions regarding changes in sales, staffing or loading. TCAT instead asked merchants the method of transportation by which they arrived to work, it seems, in an effort to demonstrate that merchants arrive largely by car. The purpose of this was to determine that if merchants took issue with bike lanes, it was because they themselves were inconvenienced by a lack of parking. Further the TCAT study relied on the memories of passersby as to how much they think they spent in the area over the past month, as though that were somehow more reliable than the sales history data that all businesses keep.
- TCAT's study (and the resulting report) focused primarily on safety, an issue that was already being studied in depth by the City--safety concerns were not was TCAT was hired to measure.

- They refer to these as data points but do not want to confirm their findings by asking the businesses direct questions to substantiate their findings.

Our Own Survey

- When TCAT and the City presented their line of questioning to the Annex BIA board in May, merchants learned of the lack of economic-related questions
- The City's Transportation team at the meeting (Jaqueline Hayward-Galati and Jason Diceman) recognized the lack of proper data collection and recommended that we create our own study group. To this end, they continued to correspond with us over the next few weeks. Thus ABBA was created.
- We first worked with Transportation and planning department by submitting questions we felt pertain have them conduct a proper survey of businesses. The consolidated Business Survey is at the end of this email.
- During the Public Consultation on June 5th a City Transportation Co-ordinator admitted that there is no political will to conduct a proper economic impact survey of business and said Council would instead rely on their own survey and the TCAT one
- Business owners along Bloor have been asked questions. However, they have not been asked the one question that matters to businesses; which is: "How are your sales now compared to before the bike lanes came in?"
- Instead, businesses were simply asked: "do you think the bike lanes are worth the trade off?"
- Out of 150 businesses, 53% say that the bike lanes are "worth the trade off".
- There was no other information provided that pertained to business and no definition as to what "worth the trade off" means. This question is far too subjective and the answers don't offer any concrete data.
- So we did our own survey whose results are attached. These questions were also the ones done with Koreatown BIA.
- **Our survey shows that 70% of businesses report sales are down. 70% say traffic is down both day and evening. Loss of jobs outweighs new hires by 6 to 1.**

Moneris Data

- After sharing these findings with TCAT and the city, the department of transportation recognized that the economic impact conducted by TCAT was biased and insufficient, so they continued to pursue facts to support their claims. It was at this point they began to reference Moneris to suggest that business is in fact up on Bloor street, not down as the businesses are reporting.
- However, relying on Moneris data is misguided in a few ways:
- Moneris is only one of 4 credit card processors, therefore if they want to use this kind of data, they need to get it from every processor.
- Moneris has 40% of the Canadian market , 30% of the GTA but no one knows what % of business's use Moneris in the annex or the control area.
- Moneris could have gained or lost businesses in the pilot and control area during the period in question, but this was not addressed.
- Finally, and most crucially, more credit card transactions doesn't indicate more sales. All it means is that more people are using credit cards instead of cash. And as we all know, with tap being available on most credit card machines for small purchases now, it is easier than ever to use your credit card.
- More credit card transactions just means that more of the purchases that happened are being done with a credit card, not that more transactions occurred.
- Did the city ask banks in the control and pilot area if commercial cash deposits increased or decreased during this period?

Here was the formula we used to explain how the Moneris Data has been interpreted by city staff and city officials.

$$\mathbf{A = B+C+D}$$

A(Business Revenue) = (B)Moneris Transactions(Credit Card and Interac) +(C) Cheque + (D)Cash

If B goes up 4.5% it does mean that A automatically goes up 4.5%.
Of course the answer is NO.

You need data on C and D before concluding that Business Revenue went up.

In September 2017 compared to September 2016 credit card sales at Fresh on Bloor were up 4.5% but cash transactions were down 25% so overall sales were down 2.5%.

We as businesses are insulted that NO ONE is listening to us, even though our very livelihoods are at stake. We have been told from many different data points that business is up or not affected by these bike lanes. It amounts to modern-day gaslighting.

Business in the Annex and Koreatown is down. It's not down enough to remove the bike lanes but it's down enough to be part of the solution and not be labeled as the problem.

Safety and Design

- There are many examples of diverse bike lane design and operating hours in Toronto and around the world. St. George, Harbord, Spadina, Bay, Wellesley, Sherbourne, Richmond and Adelaide all have bike lanes. Montreal and New York have summer and winter paths. Vancouver and Ottawa have bike lanes on side streets and back alleys.
- Currently the city chose to take the Richmond and Adelaide lanes, which are both on one-way streets, and superimpose them onto Bloor Street. On both these streets during off-peak hours there is curb access.
- Richmond and Adelaide have vastly different demographics, infrastructure and streetscapes than Bloor Street. Bike lanes should not be a one size fits all proposition.

In the Annex, during the winter, for example, cyclists have so many more options – they have Harbord Street bike lanes or the side streets through The Annex. These options don't exist on Richmond and Adelaide.

So we need to factor in the specificity of the neighbourhood and what kind of lanes would be more efficacious.

Safety and Accessibility

- People have no clear place to get in and out of taxis/Uber
- Nowhere to let guests out during bad weather
- No way to help people with mobility issues to be dropped at the door
- No way for parents to safely get their children to the sidewalk
- People have to enter and disembark from their vehicles in the middle of the road
- People leaving bars and clubs wander into the street looking for their lift
- Cars crossing Bloor need to pull out into the bike lane (and block the lane) to see past cars parked in the middle of the road to see if they can go.

All of these concerns have to be taken into account in implementing the most efficient and safe bike lanes for the entire neighbourhood.

Conclusion

For some reason, this issue has become polarized and oversimplified leaving people in one of two camps; these bike lanes or no bike lanes. The sentiment of "you're with us or you're against us" runs rampant.

We are suggesting a different alternative. We suggest a solution that is reflective on the community feel of the Annex, where people work together and different voices are heard, considered and accommodated. Figuratively and literally, we are looking for a Middle Path, in which we say yes to bike lanes, but also yes to potentially redesigning these bike lanes to improve cyclist safety, motorist flow, and the success of neighbourhood businesses.

Bike lanes on Bloor are here to stay. Now is the time to assess what can be done to improve them. Let's do the work NOW to make bike lanes a vital and welcome part of the Bloor street infrastructure going into the future.

Please, let's learn from other neighbourhoods and cities that have successfully implemented bike lanes in order to create a permanent, holistic solution that benefits the entire neighbourhood; cyclists, businesses, pedestrians and motorists included. We need to look at the whole picture, thinking about what everyone's needs are, or what we call The Middle Path. That is how we continue to build a flourishing 21st century city.

We ask that you consult with our group, ABBA, as the representative of Annex businesses. Our current BIA board does not represent the interests of most Annex businesses and therefore should not be seen as the exclusive voice of merchants.

Enclosures

1. Petition brought forward to BIA
2. Questions asked by TCAT to business owners.
3. Questions sent to Transportation to do a business survey
4. Questions sent to Transportation on Traffic Flow and Safety
5. Survey Results from Annex Business Bike Alliance
6. Survey Results Koreatown

Questions asked to Business from the TCAT Survey

How many customers do you serve per day?

How did you get to work today?

How do you usually get to work?

Has there been a change in how you get to work since the Bloor bike lanes were installed?

Where do you live?

From May to September how many days do you bike to work?

What percentage of your customers would you estimate come by bike/car/transit/on foot?

How safe do you feel riding a bike on Bloor St.?

Annex Bike Lanes/Economic Impact Survey



SUMMARY → DESIGN SURVEY → COLLECT RESPONSES → **ANALYZE RESULTS**

CURRENT VIEW ? ^

+ FILTER + COMPARE + SHOW

No rules applied ?

Rules allow you to **FILTER, COMPARE** and **SHOW** results to see trends and patterns.

[Learn more »](#)

SAVED VIEWS (1) ? ^

Original View (No rules applied) ...

+ Save As

EXPORTS ? v

SHARED DATA (2) ? ^

[Shared Data 2: Anyone with the Link](#) ...

[Shared Data 1: Anyone with the Link](#) ...

RESPONDENTS: 62 of 62

Export All + Share All

QUESTION SUMMARIES DATA TRENDS INDIVIDUAL RESPONSES

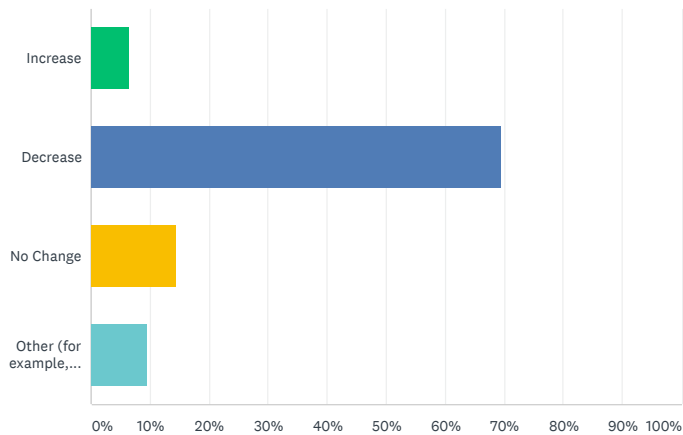
Page 1

Q1

Customize Export

How has the Bloor Street Bike Lane Project affected my business sales?

Answered: 62 Skipped: 0



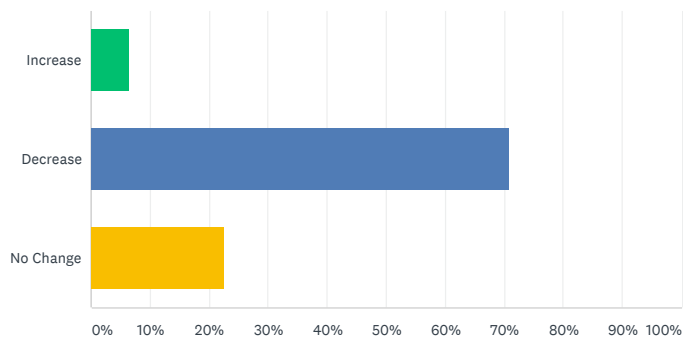
ANSWER CHOICES	RESPONSES	
Increase	6.45%	4
Decrease	69.35%	43
No Change	14.52%	9
Other (for example, decreased during winter months)	9.68%	6
TOTAL		62

Q2

Customize Export

How has the Bloor Street Bike Lane Project affected customer traffic for my business during DAYTIME hours?

Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Increase	6.45%	4
▼ Decrease	70.97%	44
▼ No Change	22.58%	14
TOTAL		62

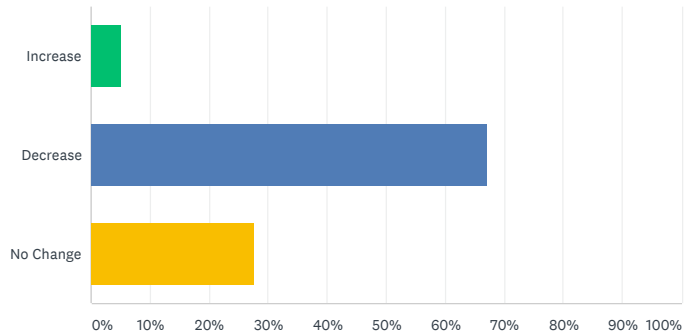
[Comments \(4\)](#)

Q3

[Customize](#) [Export](#)

How has the Bloor Street Bike Lane Project affected customer traffic for my business during EVENING hours?

Answered: 58 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ Increase	5.17%	3
▼ Decrease	67.24%	39
▼ No Change	27.59%	16
TOTAL		58

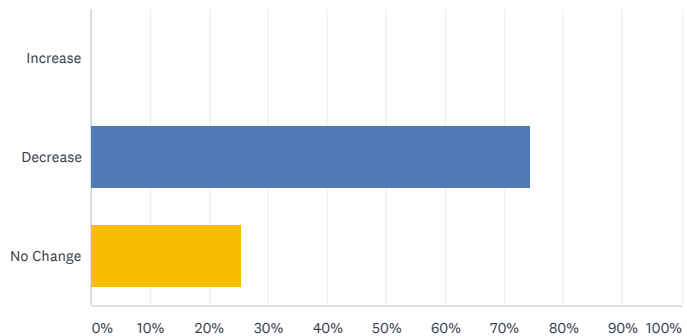
[Comments \(12\)](#)

Q4

[Customize](#) [Export](#)

How have the changes made to the street parking on Bloor Street since August 2016 affected my business?

Answered: 59 Skipped: 3



ANSWER CHOICES	RESPONSES	
▼ Increase	0.00%	0
▼ Decrease	74.58%	44
▼ No Change	25.42%	15
TOTAL		59

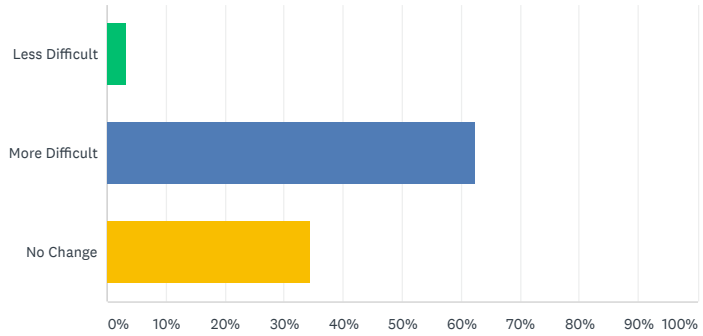
[Comments \(8\)](#)

Q5

[Customize](#) [Export](#)

How have the deliveries to and from my business changed on Bloor Street since August 2016?

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less Difficult	3.28%	2
More Difficult	62.30%	38
No Change	34.43%	21
TOTAL		61

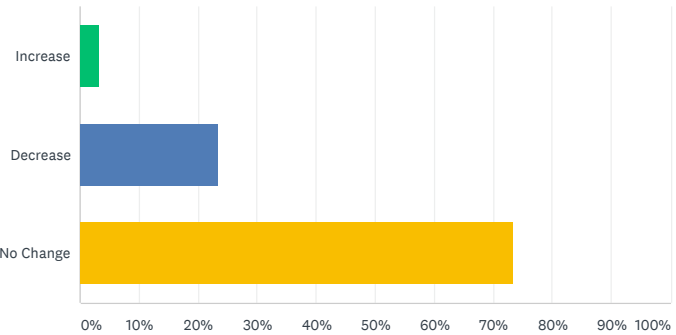
[Comments \(8\)](#)

Q6

[Customize](#) [Export](#)

How have the changes made to street parking affected your hours of operation?

Answered: 60 Skipped: 2



ANSWER CHOICES	RESPONSES	
Increase	3.33%	2
Decrease	23.33%	14
No Change	73.33%	44
TOTAL		60

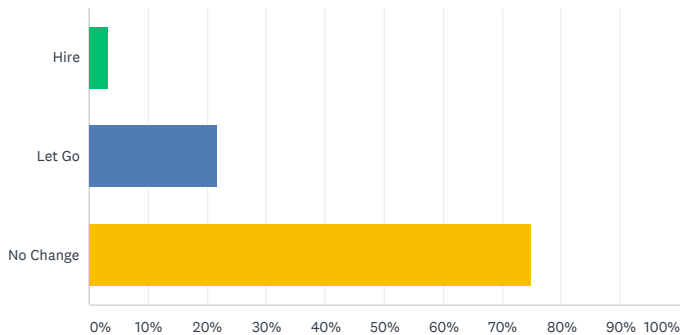
[Comments \(4\)](#)

Q7

Customize Export

How have the changes made to the street parking affecting my staffing? If applicable, please state the number of staff hired or let go:

Answered: 60 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Hire	3.33%	2
▼ Let Go	21.67%	13
▼ No Change	75.00%	45
TOTAL		60

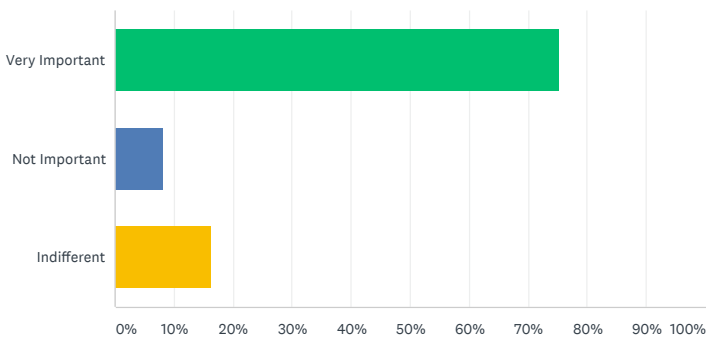
[Comments \(14\)](#)

Q8

Customize Export

How important is street parking on Bloor Street to my business?

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
▼ Very Important	75.41%	46
▼ Not Important	8.20%	5
▼ Indifferent	16.39%	10
TOTAL		61

[Comments \(4\)](#)



ENGLISH

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