

EX34.6.2



May 14, 2018

Executive Committee City of Toronto
10th Floor, West Tower, City Hall
100 Queen Street West
Toronto, ON
M5H 2N2

Attention: Josephine Archbold
By email: exc@toronto.ca

Dear Members of the Executive Committee,

Re: Item EX34.6: Response Times and Service Levels for Various City Divisions

Like many downtown neighbourhoods in Canadian cities, Downtown Yonge is seeing extensive residential growth and intensification. Some 175,000 people already live within a 10-minute walk of Yonge and College Streets and this population is forecast to increase by over 43% between 2009 and 2024. The total number of new condo units being developed in the existing Downtown Yonge BIA boundary is 8,607 with a further 14,119 units being developed in the proposed expanded boundary.

That's 22,726 new units in the wider Downtown Yonge neighbourhood.

DYBIA is one of the largest BIAs in the City with 2,000 members and commercial properties valued at more than \$6 billion. Property owners number around 200 and businesses account for about 1,800. Thanks to the employment clusters in the neighbourhood, the daytime population swells to 580,000.

Add to that the university population - Ryerson University accounts for 110,000 students and faculty coming into Downtown Yonge every year.

Yonge-Dundas Square, a favourite gathering-place for Torontonians, hosts 300 events in any given year and the neighbourhood has some 16,000 seats for live performances, which span the genres from hip-hop to jazz.

And this is all without mentioning the federal and provincial government services located in the neighbourhood, the theatres that call Downtown Yonge home or the social agencies and shelters that operate from here. All this activity leads to a significant amount of foot, bicycle and vehicle traffic.

Downtown Yonge B.I.A.

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While more than 40 million pedestrians travel northbound and southbound on Yonge Street at Dundas every year, **52 million commuters use Downtown Yonge's three subway stations (College; Dundas; Queen) yearly.** Throughout the year, pedestrians make up close to 70% of all traffic in Downtown Yonge.

Indeed, Downtown Yonge has some of the busiest sidewalks in Canada, with 84 million people travelling **along Yonge Street between College and Queen in 2016 alone.** That's a lot of people using sidewalks, driving on streets, dropping garbage into litter receptacles, and securing bikes to posts.

That's 270,000 just on a Friday. And given that one in ten are estimated to be tourists, that's about 8,4 million visitors to this patch of the city.

If foot traffic at major shopping centres and retailers is factored in, the impact becomes even more significant. **CF Toronto Eaton Centre alone attracts more than 50 million visitors a year and that doesn't even take into account the shoppers heading for Saks 5th Avenue, The Bay and other global and local stores in Downtown Yonge.**

We at Downtown Yonge believe we should roll out the red carpet and show off the best of our neighbourhood and Toronto at large.

The reality is that Downtown Yonge sees a significant volume of uses and users, as well as a significant diversity of users and uses. That means Downtown Yonge requires exceptional planning, maintenance and ongoing evolution to meet the demands of that volume and diversity.

Specifically:

- Tagging (graffiti and poster) of buildings, street lights, poles, transit boxes, Canada Post relay boxes, sidewalks
- Poorly maintained street furniture like multi-publication boxes, receptacle bins, information boards, sidewalks
- Damaged, rusted and redundant poles and signs
- Derelict bicycles and bicycle infrastructure
- Poorly maintained sidewalks with stains and gums
- Cracked sidewalks and loose pavers
- Overflowing and fetid receptacle bins
- Illegal dumping on sidewalks and laneways
- Litter particularly cigarette butts
- Clean-up of harm reduction materials
- Recovery of the sidewalks after major events

We would also like to note that the location of The Works and the Supervised Injection Site at Toronto Public Health, 277 Victoria Street, adds further challenges to the ongoing maintenance and cleanliness of the neighbourhood.

As per our *Freedom of Information Request to the City of Toronto (#2018-00046)*, the number of needles distributed by Toronto Public Works as part of their harm reduction program in a 2km radius of the Yonge and Dundas intersection is 2,338,542 between January 1, 2015 and December 31, 2017. Given that the return rate of those needles is reported by The Works to be 65%, that means some 818,490 needles are unaccounted for during this time period.

To illustrate, according to the data we collect on improperly discarded needles, DYBIA saw an increase of almost 40% in 2017 over 2016, and y-o-y to March 2018, the increase was 700%.

As always, DYBIA stands ready and willing to play our role in making Downtown Yonge, and the downtown at large, a safer and more inclusive place to be, for all who live, work, play, learn, shop or invest here.

Sincerely,



Mark Garner
Executive Director & Chief Operating Officer

Cc: Councillor Kristyn Wong-Tam, Ward 27