

Executive Committee
100 Queen Street West
Toronto, ON
M5H 2N

May 14th, 2018

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

City Clerk,

The Toronto Entertainment District BIA finds the maintenance services provided by the City are inadequate. Our neighbourhood has a residential population of 25,000+, projected to 40,000+ by 2020. The Entertainment District is also a tourist destination with 17,000,000+ annual visitors and has a working population of 80,000+.

Litter Pick-up and Receptacles

There is currently an insufficient amount of litter receptacles in the district, resulting in overflowing garbage onto the streets. Our BIA contractor has to routinely pick-up litter on the streets and ensure that bins are not overflowing. In addition to the lack of litter receptacles in the neighbourhood, the current ones are often found broken and malfunctioning. This results in overflow issues and garbage spills throughout the area.

Parks in the Entertainment District

Understaffing at the City has resulted in neglected parks in the district. Our parks are often found to have tall weeds, dead grass, vacant flowering in the tree pit planters, and crumbling walkways. This is evident in parks such as David Pecaut Square, Olympic Park, Isabella Valancy Crawford Park, and Roundhouse Park. It reflects poorly on the City as a whole given the large number of visitors that come to our area.

Response Time

We currently have staff that dedicates time to walk our neighbourhood and report deficiencies to the respective city agencies. The response time from the City is an issue as it takes a long time to hear back on the reported issue. This is a difficult process as it backlogs the reported deficiency, causing it to remain as an issue until addressed.

The Entertainment District requires increased attention in public realm maintenance due to the growing residential, working, and visitor population. 28% of our budget is spent on public realm maintenance, tasks that the City should already be addressing. Increased funding in public realm maintenance is necessary in order to mitigate current issues and allow the BIA to fund projects that will enhance the public realm.

Thank you,



Janice Solomon
Executive Director
Toronto Entertainment District BIA